

Transition of Society Operations to Capitol Hill Management Services Administrative Committee Notes

Submitted by Bob Eberlein and Brad Morrison on August 3, 2018.

All of us know the rule that time constants need to be longer than expected, and this transition is no exception. This report is a brief summary the current status and some comments about progress.

Finances:

The transition has had and will have a significant impact on financials in 2017, 2018, 2019, and 2020. In 2017, we engaged CHMS to begin the transition process, and the financial impact was largely as expected. In 2018, we started the year with offices at the University of Albany and will end with offices at CHMS, so the majority of overlapping services are occurring this year. In 2019, the impact relates to the ongoing employment of Babak Bahaddin as a research assistant at the University and the addition of a half time position for Roberta Spencer. The latter is a transition activity in the sense that the opportunity to do this arose because of the transition, but ultimately it needs to be reviewed in the context of what was accomplished as a result of the new role. In 2020, there will be continued impact from this this new role for Roberta, which will finish at the end of August. More detail is found in parts II and III of the report of the VP Finance, many of the financial and operational details associated with the transition are discussed.

Operations and Headquarters:

Significant changes in personnel, information systems, and workflow have occurred and will continue to occur in 2018, but it will not be until 2019 that CHMS and the Society will really be able to see how things work.

Personnel: Shutting down our relationship with the University at Albany will take somewhat longer than expected, with Robin Langer staying on as an employee of the University till the end of October to clean up accounting related issues. The Society's internal account with the University will remain open until Babak Bahaddin has graduated. We have brought Mark Nelson on board as our new Executive Director, and Roberta Spencer has moved into a part-time consulting role to focus on special projects.

Information systems: Last year we started the transition from an Access Database with our custom web portal to MemberClicks and XCD and completed the transition this year. Transitioning the submission system for conference papers ended up being a very significant effort. (There is more discussion of these challenges in the VP Electronic Presence report.)

Workflow: Conference support and execution was handled mostly using the existing work flows, so next year will be very different. The membership renewal process has already changed because of the transition to MemberClicks, but the renewal drive will also switch to CHMS this fall. As the transition to CHMS continues, we will move from a dedicated staff model to a shared resource model of operations.

Governance and Procedures:

Execution of tasks involving officers and other volunteers is necessarily changing with CHMS in the mix. CHMS has taken some of the workload internally in tasks such as coordinating the collection of meeting materials, collating and summarizing conference proposals, and drafting communications. Conversely, a number of procedures have required changes from our historical methods, sometimes generating additional workload. For example, the President, Secretary, and a number of VPs have spent more time in advance of the PC meetings for preparation, with the result of most likely more effective meetings. Conference organizers reported significant additional workload stemming largely from differences in the submission system. We should expect going forward that standard operating procedures for many volunteer positions will need to change, in some cases in the direction of increased workloads. The transition also calls for a review of our governance overall.

We would like to take this opportunity to thank the staff at the office who do outstanding work, and have been outstanding people to work with: Babak Bahaddin, Mike Breslin, Robin Langer, LouAnne Lungden, Carrie Strickan, and, of course, Roberta.