

Role du Président du club utilisateurs

Support & services fournis par CA



Election of the user group leaders

Board of users = 1 President + 1 or 2 board members (co-presidents)

This position is being offered to you

- **President ?**

Role of the user group leader



- Act as the voice of the group - liaison between members and CA Technologies
- Lead the group activities & support members interests
 - Schedule User Group meetings
 - Own the communication with the UG members (Save The Date, Invitations, Surveys ...)
 - Increase interest & participation - Agenda with topics of interest to the community, User Presentations/Experience sharing, Suggestion topics to be covered in UG meetings, ...
 - Encourage involvement & drive participation of the members in the user group activities
 - Update User Group website (meetings calendar, post documents ...)
- Represent the User Group in CLS conference (Community Leadership Summit).
This is the User Community Presidents & Board officers conference to be held prior to CA WORLD event in Las Vegas.
- Promote the user community, Grow membership

Support & Services by CA Technologies


- Assistance to organize UG meetings :
 - Agenda sessions by CA, facilitate speakers (Product Mngt, Support, Services, ...)
 - Facilities : Meeting room in CA office, beverage, note pads, pens ...
 - Invitations, Registration, Promotion
- CA Team dedicated to support & maintain the user group
 - CA Consultant acting as local Technical Contact
 - Abdel Laabi - CA Community Manager in Europe
- Website for the user group on CA Communities portal
 - Shared documents, Meetings calendar, online conversations ...
 - Assistance by CA Technologies to maintain & update the site
- CA World : discount on registration fees for the members




Abdel Laabi

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