

# 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**

CA Community Manager - EMEA

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