

IAUG Member Councils

Charter

This document outlines the mission, goals, responsibility, composition of the IAUG Member Councils.

Mission

IAUG's Member Councils serve to provide the essential dialogue and exchange between the IAUG membership and Avaya, its business and developer partners and other key constituents in the Avaya user ecosystem. The Councils deliver content and resources that drives the value to the IAUG membership and serve as a critical source of communications between IAUG, Avaya and business partners. As well, Councils advocate with Avaya and partners on behalf of IAUG members. Councils represent the interests of all segments of the IAUG membership.

Goals

1. Provide foundational link between IAUG and Avaya by serving as the IAUG member voice into the development of Avaya product and service offerings and be a communication mechanism back to the membership from Avaya
2. Drive relevant topical content for global and regional conferences and year-round education of current and prospective members of IAUG.
3. Represent all segments of membership and address unique needs where identified
4. Support extending the reach of IAUG beyond the boundaries of its existing membership via forums like www.avayausers.com and other publicly-available content delivery mechanisms, for example, blogs and social media outlets

Tactical Responsibilities

- Maintain and coordinate interaction among council members at a determined regular interval (i.e. have regular meetings)
- Inform IAUG members proactively of developments in the relevant Council subject area, including but not limited to Avaya product launches, end of sale notices, reseller and developer partners, industry trends and professional development areas and opportunities (i.e. through IAUG member newsletter and special communications)
- Support ongoing IAUG member education via webinars (at least 2 per year), publications, and contribution to content library
- Support development of educational content for IAUG Annual Global Conference and regional conferences, including identification of critical topics, review and selection of submitted content, proactive acquisition of content in some cases as well as evaluation and management of speakers.
- Support local chapters with content design and provision as requested.
- Engagement with appropriate Avaya business unit product and offer development teams with the assistance of Avaya Champions and other Avaya liaisons.

Council Composition

In order to remain functional and effective, the size of the Councils may be limited at the discretion of the Council Chair. Minimum and maximum sizes of councils may vary according to their needs and scope.

Membership

Council participation is exclusive to IAUG members in good standing. Both Full (end-user) members and Associate (partner) Members may join IAUG's Councils. The Chair reviews all applications for council membership and is responsible and accountable for maintaining a healthy balance of end user vs. partner participation.

Council membership must be reflective of the overall IAUG membership, ensuring that all members with an interest in the given Council's subject area benefit from the work and communications of the Council. Members of Councils are expected to attend at least 50% of all conference calls each calendar year and may be required to submit articles for publications and the website at the direction of the Council Chair.

Member Term: A Council Member term is 2 years with the option to run up to 3 additional terms upon the mutual agreement of the member, and Council Chair (for a total of 8 years of service).

Council Member Nomination & Selection Process

1. Chairs open call for council members 60-90 days prior to the start of annual conference (and as needed throughout year).
2. Interested members submit applications for review by council chair
3. Council chair responsible for assessing application and confirming fit
4. New council members confirmed and communicated prior to annual conference
5. Official term begins 30 days after the final day of the annual conference

Chair

The Council Chair leads the council and oversees all activities. The Chair must be an IAUG end user member in good standing and actively engaged in the subject matter area covered by the council (for example, the Chair of the Contact Center Council must work actively with his/her company's Avaya contact center implementation).

Council Chair Terms: Chairs participate in a nominations process and are ultimately approved by IAUG Board of Directors. The term of a Chair is 2 years and may be repeated 1 time upon the mutual agreement of the volunteer and the IAUG Board (for a total of 4 years of service).

All Council Chairs will actively participate in the Cabinet of Council Chairs (C3) to ensure proper linkage among councils and between his/her own council and the IAUG leadership. The C3 is chaired by an active IAUG BoD Director to be determined by the Board each year.

Detailed Chair responsibilities are outlined at the end of this document.

Council Chair Nomination and Selection Process

The council chair nominating committee is comprised as follows:

- 2 non-returning council chairs
- 1 non-running council member
- C3 Chair (IAUG Board of Director)

Process

1. Call for council chairs opens 60-90 days prior to the start of annual conference.
2. Interested members submit applications for review by council chair nominations committee.
3. Nominations committee establishes slate of candidates for approval by Board
4. Board reviews slate for approval
 - a. If Board approves, nominations committee informs slate
 - b. If Board does not approve, nominations committee must solicit additional nominees
5. New chairs informed of position onsite at annual conference and announced to membership
6. New chairs assume responsibilities 30 days post conference.

Champion

The Champion is the Avaya liaison to the Council and works as a partner with the Chair, representing Avaya's voice and perspective in the Council's subject area. The Champion is recommended by Avaya and approved by the Council Chair. A Council may have more than one Avaya Champion upon the discretion and consideration of the C3 and Avaya.

Champions may serve the Council on an ongoing basis upon the agreement of the Chair as long as the Champion continues to work for or consult for Avaya in a capacity relevant to the Council's subject matter. In the event a Champion has to step down from this role, the IAUG Relationship Owner at Avaya owns the responsibility to recommend a new Champion.

Detailed Champion responsibilities are outlined at the end of this document. Participation as an Avaya Champion requires approximately 5-10 hours per month and an estimated 7 days of travel per year. In-person meetings are likely to occur on weekends to ease participation by IAUG customer volunteers.

Council of Cabinet Chairs (C3)

The C3 oversees the activities of the IAUG councils and will meet monthly to discuss council activities and programs. The C3 is comprised as follows:

- IAUG Director of the Board (Chair)
- All Council Chairs
- Avaya Liaison
- IAUG HQ liaison

Coverage

IAUG's Council organization will cover the key topic areas relevant to its membership and will collaborate with Avaya annually to review the overall set of Councils offered to members and consider changes.

Today, IAUG maintains a Council in each of the following areas:

- Enterprise Core Communications
- CS 2100 and SL-100
- Small and Mid-Sized Enterprise
- Contact Center
- Data Networking
- Voice Messaging
- Collaboration & Mobility
- Services and Maintenances
- Member Advocacy
- System Management Tools
- SIGS/Forums/Verticals
- Education and Professional Development

IAUG Chair Detailed Responsibilities
<ul style="list-style-type: none"> • Chair monthly Council conference calls (approx. one/month)
<ul style="list-style-type: none"> • Coordinate speakers and content for monthly Council conference calls with assistance from Avaya Champions.
<ul style="list-style-type: none"> • Participate in monthly C3 conference calls and other calls as requested by IAUG BoD Leader of C3.
<ul style="list-style-type: none"> • Participate in Council tactical planning and support its strategic goals with Avaya
<ul style="list-style-type: none"> • Work with Avaya Champion to provide to Council Avaya-specific product and service planning, product end of life announcements, organizational structure and escalation process information or updates (i.e. visibility to roadmap, product direction and announcements) <ul style="list-style-type: none"> – Provide customer impact information – Utilize Council to obtain feedback on customer-directed collateral, including FAQs – Work with Council to leverage IAUG communication tools for customer communication – Coordinate with Avaya Champions to ensure IAUG Council Members are the first source of customer input for new product/services development and announcements. – Facilitate communication between Avaya and Council Members.
<ul style="list-style-type: none"> • Develop and/or solicit relevant council communications, including but not limited to member, partner, and Avaya content submissions for IAUG <i>Insights</i> and <i>Insider</i> publications, IAUG website, social media sites, and IAUG's online content library. Encourage Council Members to submit content for same.
<ul style="list-style-type: none"> • Moderate appropriate pages on Avaya User Community forums.
<ul style="list-style-type: none"> • Identify topics and content for webcasts to IAUG membership at least 2 times per year.
<ul style="list-style-type: none"> • Participate in moderation of future needs requests and sales & services issues. Encourage members to make use of website tools to report issues and make suggestions. Report back to members on progress of current future needs requests and sales & services issues.
<ul style="list-style-type: none"> • Lead development of breakout sessions for the annual global conference <ul style="list-style-type: none"> – Recommend conference break-out sessions topics based on member interests – Obtain qualified speakers for break-outs – Submit, monitor and approve breakouts following IAUG's session planning process – Review breakout session feedback surveys to recommend and implement process improvements
<ul style="list-style-type: none"> • Participation at conferences may include the following: <ul style="list-style-type: none"> – Attend Council-facilitated Focus Groups – Attend and track Council-facilitated breakout sessions and evaluate their effectiveness in partnership with Council Members and Champions. – Meet with attending members with regard to Council issues and concerns
<ul style="list-style-type: none"> • Participate in IAUG face-to-face annual conference planning meeting (usually approx. 6 months prior to conference onsite at conference facility, Fri-Sun.)
<ul style="list-style-type: none"> • Participate in IAUG Council leadership face-to-face meeting at the annual global conference (the Saturday prior to the opening of each conference).

Avaya Champion Detailed Responsibilities	Portfolio Champ	Marketing Champ
<ul style="list-style-type: none"> Support regularly scheduled Council conference calls (approx. one/month) through attendance, collaboration with Chair on agenda and securing speakers 	X	X
<ul style="list-style-type: none"> If requested, Avaya should provide conference bridge for Council calls 	X	
<ul style="list-style-type: none"> Participate in quarterly scheduled IAUG conference calls led by the IAUG BoD Leader of C3 	X	X
<ul style="list-style-type: none"> Participate in Council tactical planning and support its strategic goals with Avaya - Act as IAUG Council advocate in meeting Council goals within Avaya 	X	X
<ul style="list-style-type: none"> Provide to Council Avaya-specific product and service planning, product end of life announcements, organizational structure and escalation process information or updates (i.e. visibility to roadmap, product direction and announcements) <ul style="list-style-type: none"> Provide customer impact information Utilize Council to obtain feedback on customer-directed collateral, including FAQs Work with Council to leverage IAUG communication tools for customer communication Ensure IAUG Council Members are the first source of customer input for new product/services development and announcements. Facilitate communication between Avaya and IAUG Council Chairs 		X
<ul style="list-style-type: none"> Design/oversee Avaya content submissions for IAUG <i>Insights</i> and <i>Insider</i> publications, IAUG website, social media sites, and IAUG's online content library 	X	X
<ul style="list-style-type: none"> Identify topics and content for webcasts to IAUG membership as appropriate 		X
<ul style="list-style-type: none"> Assist in the moderation of the www.avayausers.com user community – voluntary and at will 	X	X
<ul style="list-style-type: none"> Effectively escalate future needs requests and open issues within Avaya and communicate response and resolution via IAUG's Councils 	X	
<ul style="list-style-type: none"> Participate in developing and presenting breakout sessions for the annual global conference <ul style="list-style-type: none"> Recommend conference breakout sessions topics based on Avaya's strategic direction Obtain qualified speakers for breakouts Submit, monitor and approve Avaya breakouts following IAUG's session planning process Review breakout session feedback surveys to recommend and implement process improvements Recommend customer participation on the Council and in session presentation at conferences Assist Council chairs at conferences as required 	X	X
<ul style="list-style-type: none"> Participation at conferences may include the following: <ul style="list-style-type: none"> Attend Council-facilitated Focus Groups Attend and track Council-facilitated breakout sessions and evaluate their effectiveness in partnership with the Council Chair Meet with attending members with regard to Council issues and concerns 	X	X
<ul style="list-style-type: none"> Participate in IAUG face-to-face annual conference planning meeting (usually approx. 6 months prior to conference onsite at conference facility, Fri-Sun.) 	X	X
<ul style="list-style-type: none"> Participate in IAUG Council leadership face-to-face meeting at the annual global conference (the Saturday prior to the opening of each conference). 	X	X