



Board & Committee Management with MBNCanada

Tuesday, January 17th, 2023
12-1pm EST



Municipal Benchmarking
Network Canada

Réseau d'étalonnage
municipal du Canada

Logan Guest



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Teams Meeting Etiquette

- This is a regular Teams meeting.
- Chat is open throughout the webinar.
- Feel free to ask questions or make comments through chat at any time.
- Please stay on mute. If you'd like to join the conversation, please ask on chat and wait for an invitation.
- Welcome, enjoy, and learn!

Peter Carson



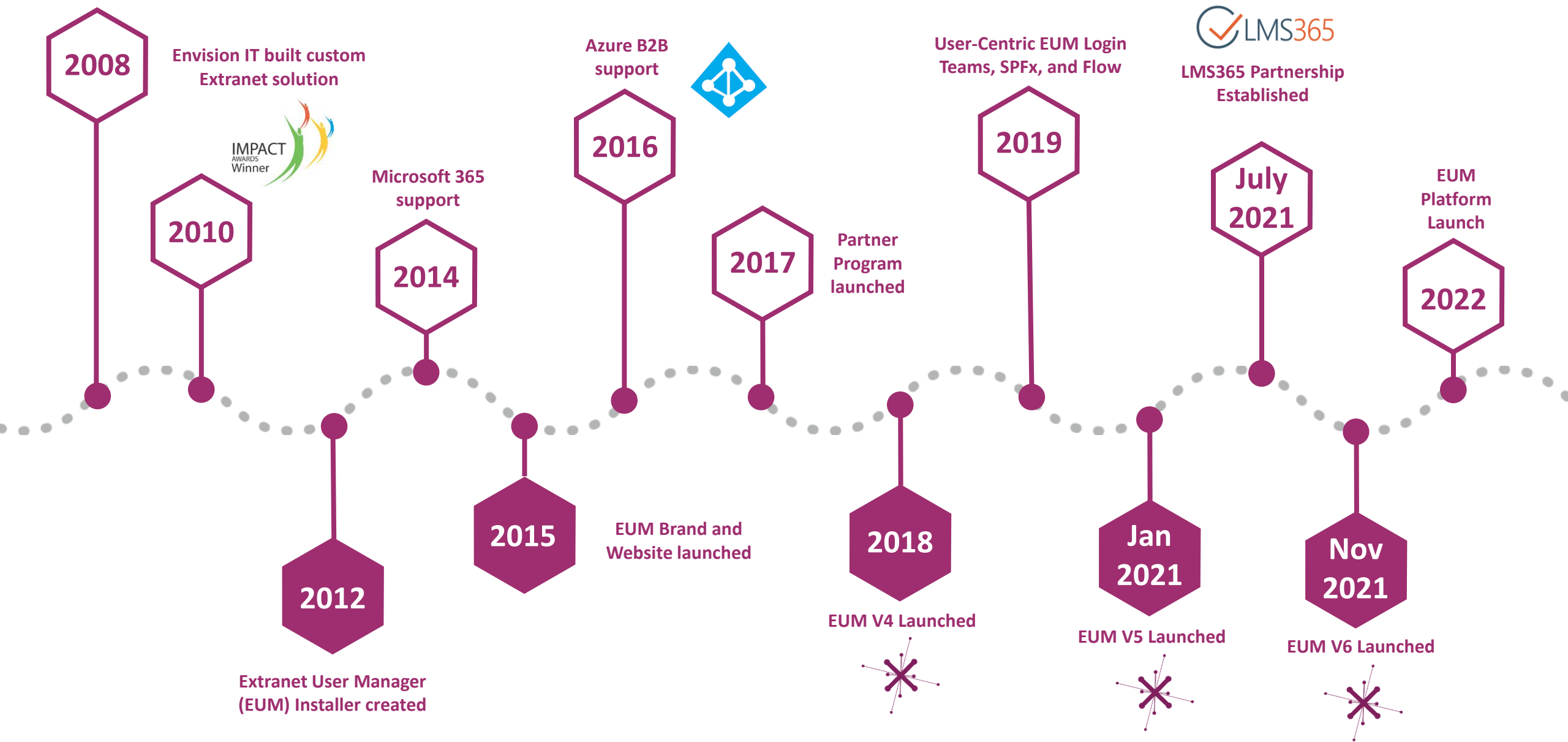
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Agenda

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- Introductions
 - Board and Committee Management Challenges
 - Microsoft 365 Applications of Interest for Board Management
 - MBNCanada Board Committee Solution Review
 - Sample Committee and Board Portal Scenarios
 - Summary, Q&A, and Closing

Session Overview and Goals

Microsoft Teams as a board/committee communications hub

EUM Portal simplifies the experience for both members and owners

Committee members can access meeting info, archives, and member directory

Utilizing SharePoint Online to store meeting documents

Committee organizers create meeting packages

EUM Admin creates new committees

Boards and Committees



Boards and Committees can take all types of different shapes



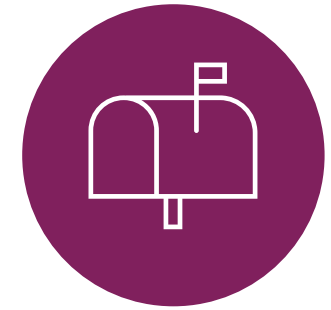
Often consist of users external to the organization



Meetings happen on a recurring basis



Packages have to be compiled and delivered to board members



Delivery methods include:

- Physical documents sent via mail
- Email
- Web portal
- Mobile App



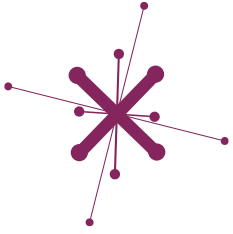
Board & Committee Challenges

- Wide variety of technical abilities
 - Resistance towards technology/new technology
- Package creation is onerous and error-prone
 - Involves compiling multiple documents
- Email attachments are not ideal
- Members may be unfamiliar with the Microsoft 365 interface
- Post-meeting minutes and recordings need to be shared

Common Board and Committee Considerations

1. What is your board or committee structure?
2. How many board members?
3. Are users internal or external?
4. What is their comfort level with technology?
5. Are they licensed for Microsoft 365? External members do not need a license
6. Where are board member details stored?
7. What is your package assembly process?
8. How do you share meeting agendas and documents with members?
9. How do users access the documents?
10. Does access to meeting packages expire after meeting has taken place?
11. What is the sensitivity level of the documents, and how are they secured?

Leveraging Microsoft 365



EUM Portal as the Committee Home



Exchange for calendar management



Teams for online meetings



Power BI for committee reports



SharePoint as the repository

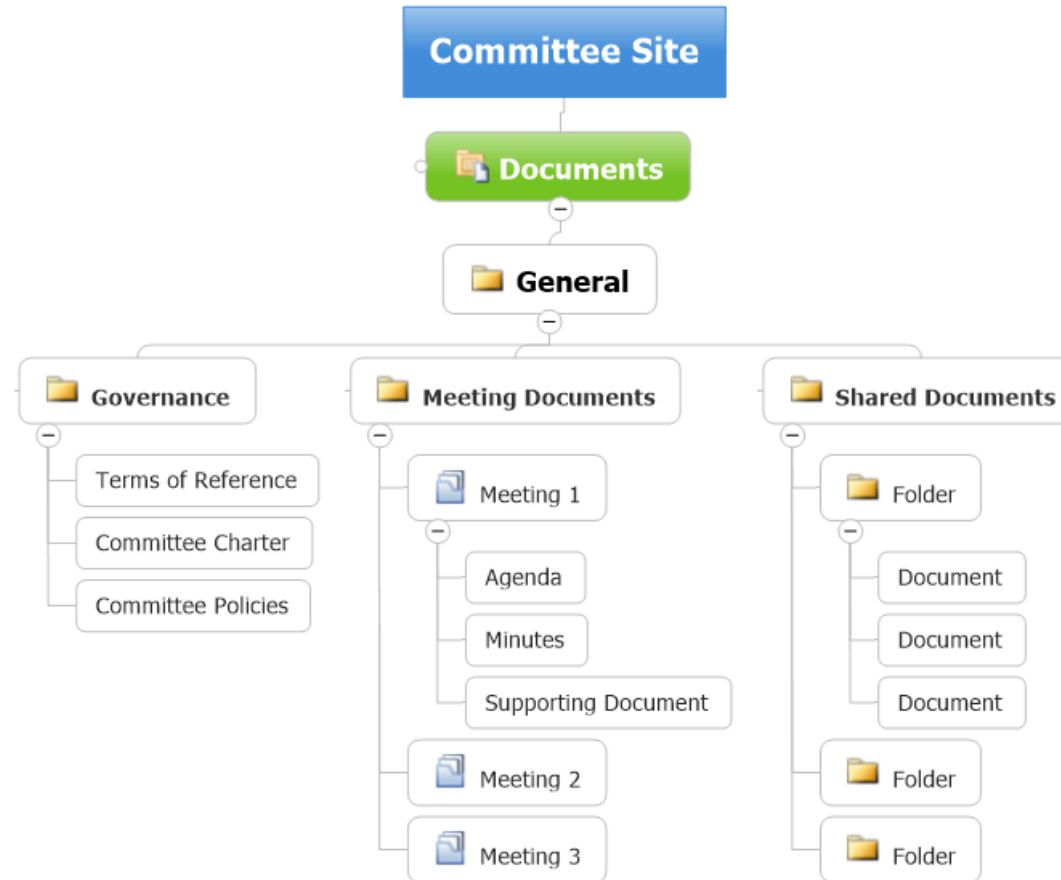


Stream on SharePoint for meeting recordings



Planner for task management

Committee Management Underlying Architecture



Who is MBNCanada?



- Not-for-profit association that supports municipal performance management through the provision of data collection, reporting and networking programs across Canada
- Collects 700 performance measures across 36 service areas on an annual basis
- Creates reports and data for municipalities, its board, and the general public

Mission: To enhance municipal service delivery through collaboration, networking and implementation of performance measurement, benchmarking and other municipal continuous improvement programs and initiatives

MBNCanada 2022 Portal Modernization



- Portal originally created in 2004 and hosted externally
- In 2022, project was launched to modernize the portal utilizing Microsoft 365
 - SharePoint, Teams, Power BI
- Utilizing Azure AD B2B to invite 1,000+ guests across the partner municipalities for data entry, reporting, committee and panel management
- MBNCanada staff invite Municipal Leads to Portal as Membership Managers
 - Municipal Leads manage their staff, and which panels they are on

EUM Board Portal Solution

- Landing spot for all board and committee members
- Members log in with their own credentials
- Committee members see what committees they have access to
 - Committees
 - Meetings
 - Communication Groups
 - Event calendars, etc.

The screenshot displays the MBNCanada Portal interface. At the top, the header includes the logo for Municipal Benchmarking Network Canada (Réseau d'établissement municipal du Canada) and the text 'MBNCanada Portal'. Navigation links for 'Reports', 'Resources', 'Data Dictionary', and 'Having an Issue?' are visible, along with a user profile icon labeled 'PC' and a settings gear. The main content area shows a breadcrumb trail 'Home > Members' and the heading 'Members My Groups'. Below this, there is a grid of six group cards, each with a 'View Group' button. The groups are: 'Sudbury' (with the city logo), 'Accounts Payable Expert Panel' (with a document icon), 'Board of Directors', 'Financial Advisory Panel', 'Municipal Leads', and 'Program Office Portal Admin'. The footer contains the copyright notice '© MBNCanada Portal 2022' and a link for 'Help and Support · mbncanada.ca'.

Committee Management

The screenshot displays the MBNCanada Portal interface for the 'Accounts Payable Expert Panel'. The page is organized into several sections:

- Header:** MBNCanada Portal with navigation links for Reports, Resources, Data Dictionary, and Having an Issue?.
- Breadcrumbs:** Home > Members > Accounts Payable Expert Panel.
- Panel Information:** Accounts Payable Expert Panel, admin@mbncanadadev.onmicrosoft.com.
- Measure Documents:** Archived section containing documents like 'Item 4.1 Measure Control Form Accounts Payable.xlsx' and 'Data Dictionary and Influencing Factors Accounts Payable.doc'.
- Panel Collaboration and Knowledge Exchange:** Archived section containing documents like 'AP QOTD - Councillor Expenses v3 (004).docx' and 'Business Process Improvements Template.docx'.
- Upcoming Meetings:** Section with 'New Meeting' button and items like 'Test 1 2 3' and 'Peter Demo'.
- Past Meetings:** Section with items like 'August 2022 Expert Panel Meeting', 'Test', 'New Meeting Test', and 'March 2022 EP Meeting'.
- Minutes:** Section with items like 'Minutes - March EP Meeting.docx', '2021 11 30 Minutes.docx', '2021 08 24 Minutes.docx', '2021 02 24 Minutes.docx', '2020 11 18 Minutes.docx', and 'See More Minutes'.
- Members:** A list of committee members with their initials and email addresses, including RLSTest Calgary Hamilton, Patricia Tomalin Halton, User Two Niagara, Maha K2 Durham, User Three Windsor, Maha K Calgary, User Four Toronto, Peter Carson MBNDev, and User 27 Regina.

- EUM Group created for each committee
- Committee Page includes the following features:
 - General information about the committee
 - Links to important documents or files relevant to the committee
 - Link to a SharePoint library of archived documents
 - Listings of upcoming and previous committee meetings, linked to the details
 - Main committee contact
 - List of the committee members, and optionally their contact information

New Committee Meeting

New Meeting

Meeting Title *

Meeting Start Time * Meeting End Time *

Meeting Type *

Description

Location

Close Create Meeting

- Committee Owners see a button to launch new meeting web form
- Collects all required information in one page
- Workflow triggered that creates:
 - New meeting in the owner's own mailbox
 - Makes it a Teams meeting if it is online or hybrid
 - Creates a folder for the meeting documents
- Owner then populates the meeting documents and adds the meeting attendees

Committee Meeting Page

The screenshot shows the MBNCanada Portal interface. At the top, there is a navigation bar with the logo and name 'Municipal Benchmarking Network Canada / Réseau d'établissement municipal du Canada' and 'MBNCanada Portal'. Navigation links include 'Reports', 'Resources', 'Data Dictionary', and 'Having an Issue?'. A user profile 'PC' is visible. The breadcrumb trail is 'Home > Members > Accounts Payable Expert Panel'. The main heading is 'Meeting'. Below it, a meeting card displays: Title: August 2022 Expert Panel Meeting; Date: August 23, 2022 1:30 p.m. - 3:00 p.m.; Type: Online; and a 'Join Meeting' button. Three document lists are shown: 'Meeting Documents' (Item 3.1 2021 11 30 Minutes.docx, 03 01 2022 AGENDA.docx), 'Measure Documents' (Item 4.1 Measure Control Form Accounts Payable .xlsx, Data Dictionary and Influencing Factors Accounts Payable.doc), 'Panel Collaboration and Knowledge Exchange' (AP QOTD - Councillor Expenses v3 (004).docx, AP Panel Discussion - Prompt Payment Act (1) (1).xlsx, Business Process Improvements Template.docx, Item 4.2 Networking Roundtable Discussions.docx, file-sample_150kB_Copy (1).pdf), and 'Latest Minutes' (Minutes - March EP Meeting.docx). The footer contains '© MBNCanada Portal 2022' and 'Help and Support · mbcnada.ca'.

- Committee Owner uploads documents into meeting folder and updates calendar invite
- Once approved, workflow will add all committee members to invite and send out
- Both the branded Board Portal and calendar invite have the following links:
 - Meeting details
 - Teams Join Link
 - Relevant Document links

Committee Member Reports

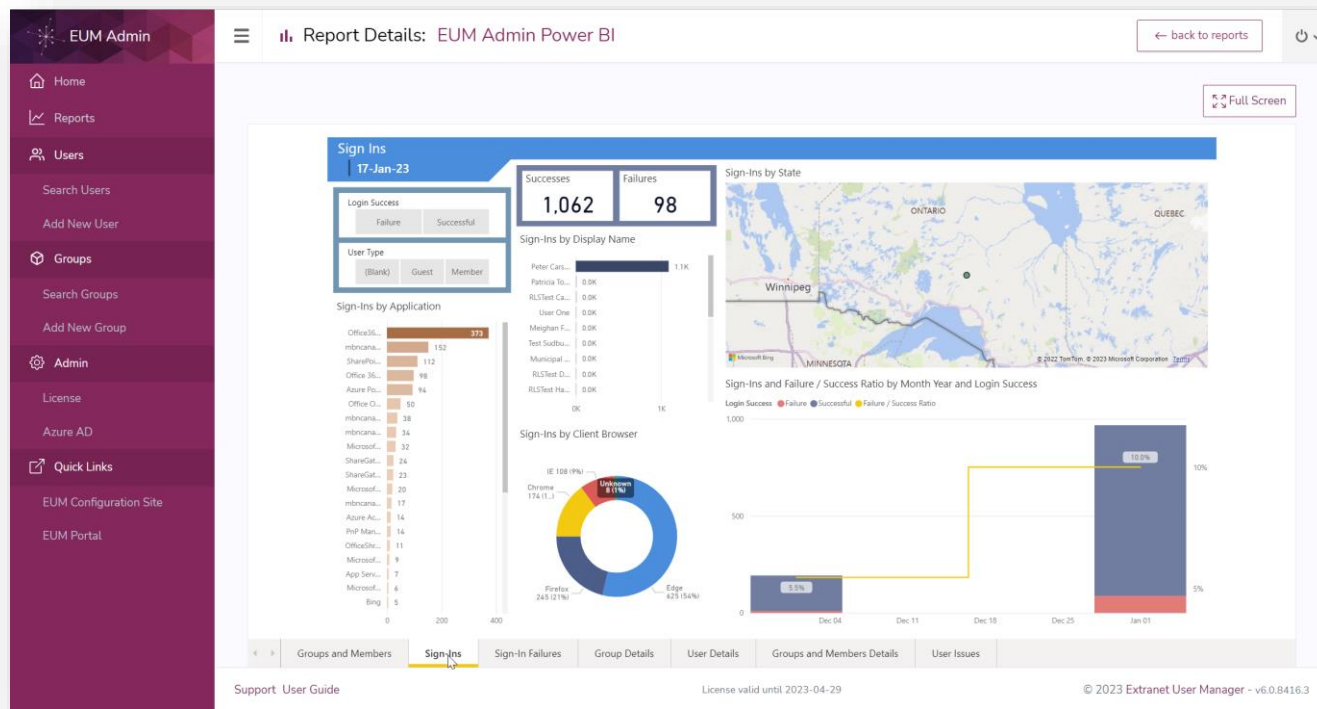
Accounts Payable Expert Panel Members



Municipality	Members
Calgary	User One User Two User Three
Durham	User One User Two User Three
Halton	User One User Two User Three
Hamilton	User One User Two User Three
London	User One User Two User Three
Niagara	User One User Two User Three
Regina	User One User Two User Three
Sudbury	User One User Two User Three
Waterloo	User One User Two User Three
Windsor	User One User Two User Three
Winnipeg	User One User Two User Three
York	User One User Two User Three

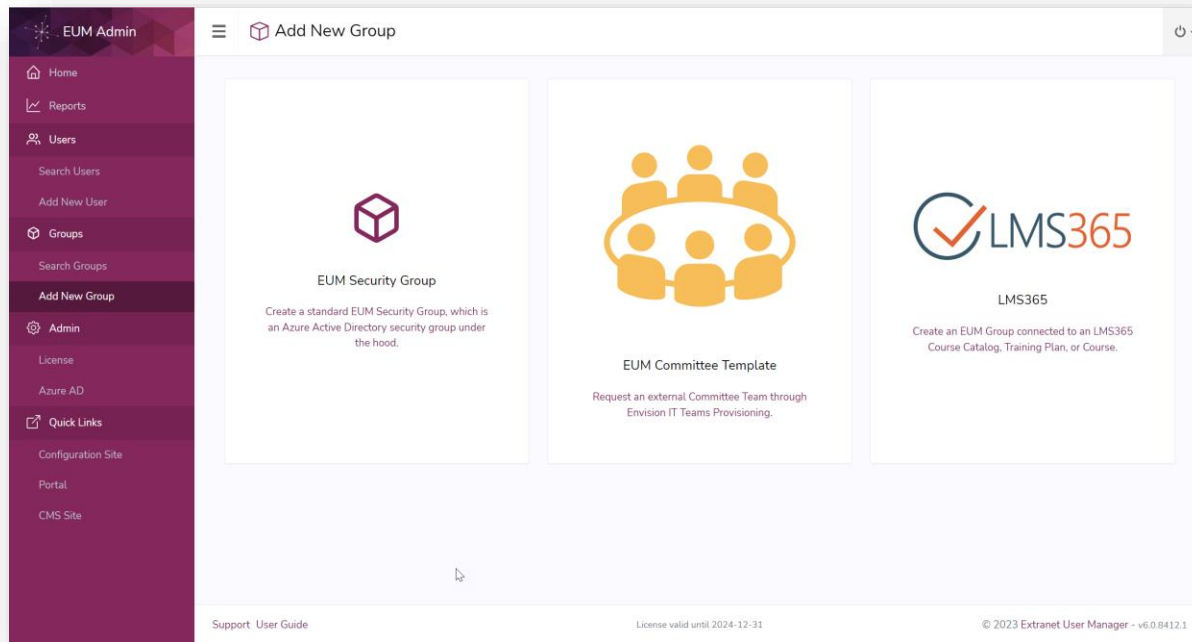
- PDF report generated from committee members
- Customizable through Power BI Report Builder
- Leverages the EUM Admin Power BI Report

EUM Admin Power BI



- Allows business owners and administrators to view activity
- Security applied so users only see what they're allowed
- Full audit history of sign-in activity from Azure AD

Create New Committees in EUM Admin



- Committee owner can create net new committees with EUM Admin Teams Provisioning
- Membership Managers can be delegated to for each committee in the EUM Admin tool
- Author rich content directly in EUM Admin using the intuitive, no-code CMS function

Implementation and Costs

Board Portal Build Phases

Planning

- Gather and Document Requirements
- Information Architecture
 - Teams
 - Channels
 - SharePoint Sites

Building

- Build Committee Teams/Sites
- EUM Portal and User Manager Deployment
- Portal Branding
- Set up Committee Groups

Deploying

- Production Deployment
- Training
- Member Onboarding

Estimated Pricing for <1,000 members



<https://www.extranetusermanager.com/pricing>

Pricing in United States Dollars (USD). Additional 1,000 packs of users are \$1,800 annually

Wrap-Up Points

- Microsoft 365 is a great platform to manage your board and committees
- EUM makes it easy for everyone
- Certain scale to justify the investment
- Delegation is important – let the owners manage things
- Security is important

Take a Test Ride into our EUM Committee Group

- Check out our Committees template in EUM Test Ride
- Login using your preferred credentials
- Contact us for an in-depth demo of all supported login and registration scenarios

The screenshot displays the ExtranetUserManager website interface. At the top, the logo 'ExtranetUserManager' is on the left, and 'Test Ride →' and 'Login / Register' buttons are on the right. Below the header, there are four navigation tabs: 'Document Sharing & Collaboration', 'Dashboards & Analytics', 'Web Publishing', and 'Learning Management'. The main content area is titled 'Committee' and includes a 'Features:' section with four bullet points: 'Manage large numbers of internal and external members across many boards, panels, or committees', 'Setup and management of online and in-person meetings and supporting documents', 'Sharing and collaboration on committee level documents', and 'Customizable reports of committee members'. A 'Join Group →' button is located below the features. To the right, a preview window shows a detailed view of the committee interface, including a 'Committee' header, a 'Documents' list, 'Upcoming Meetings' and 'Past Meetings' sections, and a 'Members' list on the right side.

EUM Test Ride

The screenshot displays the ExtranetUserManager website interface. At the top left is the logo "ExtranetUserManager" and at the top right is a "Test Ride -->" button. The main content area is split into two columns. The left column has a heading "Welcome to Extranet User Manager" and a message: "We're making collaboration simple, seamless, and secure. Onboard, share, and collaborate with your partners in a seamless way." Below this is an illustration of people on a tandem bicycle and a "Begin Test Ride -->" button. The right column has a heading "Login" and a "Get Started Here" section with the text "Enter your email to login or register." It includes an "Email" icon, an "Email address" input field, a "Remember Me" checkbox, and a "Continue" button. Below the login form is a large "Congratulations on taking the first step toward building a collaborative community" message. Underneath, it says "Customize your test ride by choosing the kind of collaboration that fits your business needs" and provides a brief explanation. Four blue tiles offer options: "Document Sharing and Collaboration", "Dashboards & Analytics", "Web Publishing", and "Learning Management", each with a brief description and a right-pointing arrow.

- Test out different user journeys and sign-in flows
- Learn how EUM leverages Microsoft 365 to streamline and simplify the way you onboard, share, and collaborate externally

Check out Part Two of our MBNCanada Webinar Series

The banner features a dark purple background with a white play button icon and the text 'EUM Webinar' on the left. On the right, it says 'January 31st, 2023' and '12 - 1 pm EST'. The main title is 'Building a Portal for Secure Data Collection and Reporting Across Municipalities'. Below the title are two circular headshots: Peter Carson, President of EUM, and Meighan Finlay, Executive Director of MBNCanada. To the right is the MBNCanada logo and an illustration of people working at a computer with a magnifying glass over a data chart. The website 'www.eum.co' and a starburst logo are in the top right corner.

www.eum.co

EUM Webinar  **January 31st, 2023**
12 - 1 pm EST

Building a Portal for Secure Data Collection and Reporting Across Municipalities

 **Peter Carson**
President, EUM

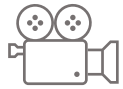
 **Meighan Finlay**
Executive Director, MBNCanada

 **MUNICIPAL BENCHMARKING NETWORK CANADA**
RÉSEAU D'ÉVALUATION MUNICIPAL DU CANADA



Learn more about our upcoming events at:
www.extranetusermanager.com/resources/events

Next Steps



Webinar recording and presentation slides will be available on the event page tomorrow



Follow-up email will include a link to a Microsoft Forms Poll to get your feedback about the session



We'd love to hear more about what you are interested in:

- Would you like a technical session that goes deeper into how the solutions are built?
- What other sessions would you like us to host?



Try out EUM Test Ride at www.portal.eumdemo.com/testride



Schedule time with us to discuss your scenario: [EUM Discovery Call \(office365.com\)](http://office365.com)

Thank you

Questions?

