

Starting an ASUG Influence Council (IC)

The Americas' SAP Users' Group (ASUG) Influence program provides a process for customers to collaborate with SAP and influence development that will ensure their solutions are efficient, easy to operate, and aligned with business goals.

No Feedback Agreement (FbA) Required

New ASUG Influence Councils may choose to operate in an open format while gathering requirements and input from ASUG members. Participation will be open to the entire membership and feedback agreements (FbA) will not be required.

Councils will create spaces for ideation under the Private Communities tab on <https://www.sap.com/about/customer-involvement/input-beta-testing.html>. A space for collaboration is reserved for ASUG. Ideation here is easy but, more importantly, easily transfers to SAP.

When an Influence Council has completed and prioritized its request-gathering, the councils will move to the restricted access model, much like they function today, and only then members must have their FbAs established and in place to continue participation.

■ ASUG Influence Responsibilities

- Provide [council charter](#) to Influence Council leadership.
- Coordinate with SIG Community Facilitators/Chairs when a new council is requested.
 - ASUG will require a SIG representative for the council.
 - SIG leadership will review the validity of the council.
- Set up webcast logistics, for collecting feedback, on ASUG events calendar.
- Include notification of launch in ASUG member newsletter three weeks prior to webcast.
 - This newsletter is personalized to members' community/topic subscriptions.
- Create a collaboration workspace on [asug.com](#).
- Post council description at [www.ASUG.com/influence](#).
- Schedule pre-call with council leadership to discuss any questions and concerns, and ensure everything is on track for launch webcast and subsequent working meetings.
- Confirm all participants are ASUG members.

■ Council Leadership's Responsibilities

- Complete the [charter survey](#) that will govern the ASUG Influence Council.
- Establish council chair(s), and SAP Point of Contact (POC).
- Complete IC launch webcast agenda – with Intro, Objectives, Benefits, Speakers, Schedule, and Communities to be invited.
- Specify date for council launch webcast.
- Decide on timeline for working meetings.
- Provide a report on results at the closing of the council.
- Council leadership will also liaise with the conference program committee on participation at ASUG conferences.

Processes for Running Councils

These are the steps that ASUG HQ will perform for each ASUG Influence Council conference call.

■ Setup and Scheduling

- Create meeting postings on ASUG.com/events.
 - Provide teleconference details (dial-in number, web link, etc.).
 - Include agenda when provided by council leadership.
 - Track registration.

■ Facilitation

- Produce the webcast; ASUG Influence and IT team to provide training and assistance.
 - Open meeting platform.
 - Queue recording.
 - Confirm and identify speakers.
 - Introduce webcast.
 - Track companies involved in each council.

■ Follow-up

- Post recording and slides.
 - Post recording and slides (if provided) in council workspace on ASUG.com.
 - ASUG will post the recording within 72 hours.
 - Distribute notice of posting to council registrants.
 - Post link to recording on event page (for launch webcast only).
 - ASUG will post the recording within 72 hours.

■ Post-Launch Meetings Requiring a Feedback Agreement

- For approved members, SAP POC will check whether a feedback agreement is established between prospective council member's company and SAP. If an agreement is not established, SAP POC will obtain the FbA (instructions to be provided).
- ASUG will confirm participant's ASUG membership.

Forms:

- Charter Template <<https://www.surveymonkey.com/r/MN66DW7>>
- Webcast template https://form.jotform.us/ASUG_Communities/content