



International Society of Service Innovation Professionals

Minutes: 2H 2022 Progress Update and Board of Directors Meeting

Date: January 25, 2023

In Attendance:

Board Members:

Present: Ammar Rayes, Haluk Demirkan, Gonzalo Salgueiro, Jim Spohrer

Others Present:

Michele Carroll (Executive Director)
Terri Griffith (Outgoing President, Ambassador)
Utpal Mangla (President 2023)
Deb Stokes (VP 2023)

Cecilia Lee (Newsletter Leader, Ambassador)
Christine Ouyang (Ambassador Leader)
Debra Satterfield (University-Industry Leader, Ambassador)
Haroon Abbu (Award Leader)

Larry Hiner (Ambassador)
Andrzej Rucinski (Ambassador)
Piyush Malik (Ambassador)
Parick Consorti (Ambassador)

Vittaldas V Prabhu (Award Committee)

Felix Omondi
Vey Damneun
Patrick Kane
Stephanie August
Ali Alfosool

Others who registered and were sent the recording

Yassi Moghaddam (Board Member)
Sunil Kripalani (Board Member)

Annie Hardy (Strategy Committee)
Rick McMaster (Ambassador)
Warner de Gooijer

Adam Tacy
Tsegga Medhin

Samuel Fosso Wamba

Wayne McDilda
Saurab Agrawal
Walden Homes
Gjoko Stamenkov
Amjad Shamim
Sharun Arumugam
Rhonda Rose

Materials posted to ISSIP Website at URL below:

http://issip.org/progress_bod_calls/

Slides: <https://www.slideshare.net/issip/bodprogress-jan-2023in-processpptx>

Recording: <https://youtu.be/c54ijpPmMeA>

Minutes: <https://service-science.info/wp-content/uploads/2023/02/minutes20230125.pdf>

Duration: 1 hour

The following agenda was covered:

Agenda

12:00-12:02 Welcome, Agenda - Michele Carroll
12:02-12:10 2022 Recognitions, President's Vision 2023 - Utpal Mangla
12:10-12:13 Strategy Council - Deb Stokes
12:13-12:25 ISSIP Engagement Report (Conferences, Books, Speaker Series, Discovery Summits, Membership) - Jim Spohrer, Michele Carroll
12:25-12:40 Leader Updates, Newsletters, Ambassadors, Awards, AI Collab - Cecilia Lee, Christine Ouyang, Haroon Abbu, Deb Satterfield
12:40-12:45 Treasurer's Report - Jim Spohrer
12:45-12:50 2023: Calls to Action! - Michele Carroll
12:50- 1:00 Q&A - Utpal Mangla

Recorded meeting (non-private) Chat:

0:28:42 Jim Spohrer: Welcome everyone! Please feel free to join ISSIP LinkedIn Group here, if you are not already part of the group - <https://www.linkedin.com/groups/4720974/>
00:32:10 Jim Spohrer: Congratulations Uptal Mangla (IBM) - ISSIP President 2023! And thanks to Terri Griffith, our 2022 President who is outgoing :-):-)
00:32:28 haluk demirkan: Reacted to "Congratulations Upta..." with 🙌
00:32:47 Vittaldas V Prabhu: 👍
00:33:54 @TerriGriffith: Thank you all — as Utpal notes, it's a team effort. We had an amazing year.
00:34:26 Patrick Consorti: Reacted to "Thank you all — as U..." with 🙌
00:37:30 Jim Spohrer: Welcome Deb Stokes (Dell) - ISSIP VP 2023! And co-chair strategy council.
00:39:37 Michele Carroll Exec. Director ISSIP: Tech for Good ... and welcoming identification here in the chat of WHICH technologies for deep dive exploration ...
00:41:10 Chris: @Michele, Robots, AI, Quantum for Good... 😊
00:43:09 Deb Stokes: Different companies ;D
00:44:19 Ammar Rayes: Welcome Utpal(IBM) - ISSIP President and Deb Stokes (Dell) - ISSIP VP 2023!

00:44:53 Ammar Rayes: Thank you Terri! Great job indeed!!

00:45:55 @TerriGriffith: <https://issip.org/awards-excellence-in-service-innovation/>

00:48:31 Michele Carroll Exec. Director ISSIP: Who on this call DOES want to publish a book?

00:51:09 Jim Spohrer: If you have not done so, please take this short ISSIP Survey - many thanks in advance! Welcome everyone! Please feel free to join ISSIP LinkedIn Group here - <https://www.linkedin.com/groups/4720974/>

00:55:02 Jim Spohrer: ISSIP whitepapers on the Future of Expertise here Yes, we *love* having student members too!

00:55:17 Stephanie August: Please post the link to the short ISSIP Survey.

00:55:19 Jim Spohrer: Oops - here :-) <https://issip.org/publications/>

00:55:59 Jim Spohrer: Survey link here - https://docs.google.com/forms/d/e/1FAIpQLScGVif8IGcRz-UFTmaGxYwqMhNwTc_O8BrdABVFi7yJw4zBHg/viewform

00:56:11 Jim Spohrer: Did that work @Stephanie?

00:58:06 Jim Spohrer: Thanks @Cecilia for the newsletter and all the interviews you have done and posted to ISSIP YouTube in 2022! <https://www.youtube.com/user/ISSIPorg>

00:59:33 cecilialee: content@issip.org

01:00:00 Michele Carroll Exec. Director ISSIP: Thank you too @Cecilia for joining at this late hour!!

01:01:12 Jim Spohrer: Thank-you @Christine for leading the ISSIP Ambassador program! <https://issip.org/about-issip/community/ambassadors/>

01:01:29 Jim Spohrer: More ISSIP Ambassadors to be announced in February

01:02:55 Deacon Larry Hiner, PsyD: @Cecilia - what is your call to action?

01:04:23 @TerriGriffith: <https://issip.org/awards-excellence-in-service-innovation/>

01:04:25 cecilialee: If you would like to contribute to guest article or volunteer as a speaker on panel discussion on one of the themes proposed in the content calendar published in January newsletter, please reach out to the email below. You can also express your interest in a form provided in the newsletter sent out last week.

01:04:43 Jim Spohrer: Thanks @Cecilia!

01:04:45 Jim Spohrer: Great that Gerhard Gudergan (former ISSIP President) help you @Haroon become active in ISSIP! HICSS is one of the ISSIP conferences that ISSIP Ambassadors promote as well.

01:05:25 Jim Spohrer: Excellence in Service Innovation - deadline is the end of the month - just takes a short form to submit a nomination - <https://issip.org/awards-excellence-in-service-innovation/>

01:06:06 Utpal Mangla: THANK YOU Cecilia, Christine, Haroon, Deborah for your leadership roles !!!!!!!!!!!!!

01:06:31 Jim Spohrer: 👍

01:06:39 Haluk Demirkan: Reacted to "👍" with 👍

01:07:07 Deb Stokes: 🙌

01:07:08 Patrick Consorti: Yes, Deb. Great opportunities.

01:07:24 Piyush malik: 👍

01:07:43 Christine Ouyang (ISSIP Ambassadors): @Debra Satterfield Great to meet you! I had an idea of growing student members through Student Ambassadors. Let's chat offline and see how we may team up.

01:07:59 Patrick Consorti: Reacted to "@Debra Satterfield G..." with 🙌

01:08:02 Patrick Consorti: Removed a 🙌 reaction from "@Debra Satterfield G..."

01:08:06 Patrick Consorti: Reacted to "@Debra Satterfield G..." with ❤️

01:08:11 Jim Spohrer: Everyone can join ISSIP Slack to interact more as well

01:08:40 Christine Ouyang (ISSIP Ambassadors): Thanks. @Patrick. Will count you in as well. 😊

01:08:47 Jim Spohrer: <https://issip.slack.com>

01:08:53 Patrick Consorti: Reacted to "Thanks. @Patrick. Wi..." with 🙌
01:09:05 Jim Spohrer: And you can privately send your email to me, if you want to get a slack invitew
01:11:02 Jim Spohrer: I love the work that Jochen Wirtz in Singapore is doing on AI and Service Innovation!
01:12:30 Debra Satterfield: I would love to hear ideas for academic collaborations and can be reached at debrasatterfield@gmail.com
01:12:38 @TerriGriffith: Here's a short example of how I share about the award opportunities: Due tomorrow 1/31 @The_ISSIP

Excellence in Service #Innovation

#Awards

Focus on impact to industry, society, & innovation. Start-up to giant. Individual membership is free & great connection to >1500 innovators. Web-form app (you still have time)

[If I have more space, I include that membership is required to apply, but that individual membership is free]

01:12:39 Jim Spohrer: Thanks to the two people who just took the short ISSIP survey - https://docs.google.com/forms/d/e/1FAIpQLScGVIF8IGcRz-UFTmaGxYwqMhNwTc_O8BrdABVFi7yJw4zBHg/viewform

01:13:06 Jim Spohrer: Lots of good items in the chat - scroll back to see them all :-)

01:13:47 Deb Stokes: looks like everything was well covered!

01:14:46 Jim Spohrer: Thanks @Felix_Omondi for joining from Kenya :-)

01:15:47 Ali Alfosool: Thank you, everyone, for these great updates. I'm thrilled to see the progress!

01:16:02 Jim Spohrer: ali@alfosool.com

01:16:17 Piyush malik: Great update !

01:16:44 Piyush malik: Having trouble logging into the Slack channel btw so may have to debug!

01:17:13 Jim Spohrer: ISSIP LinkedIn Group - <https://www.linkedin.com/groups/4720974/>

01:17:19 Stephanie August: Survey link here - https://docs.google.com/forms/d/e/1FAIpQLScGVIF8IGcRz-UFTmaGxYwqMhNwTc_O8BrdABVFi7yJw4zBHg/viewform

01:18:00 Stephanie August: You are welcome - ISSIP is asking great questions!

01:19:08 Jim Spohrer: ISSIP STEM Report - https://service-science.info/wp-content/uploads/2022/05/ISSIP-NSF-Workshop-Report_Final_07062020-copy.pdf

01:19:12 Stephanie August: @Jim Spohrer - that you for the pointer.

01:19:54 Deb Stokes: Exciting year ahead for ISSIP!

01:20:20 Debra Satterfield: Good ideas

01:20:43 Debra Satterfield: thanks

01:20:55 Stephanie August: Thank you!