

# Standard operating procedures

This page covers standard operating procedures that are documented so they can be carried out consistently by different members. For governance procedures, see the [ITANA Procedures](#) page.

## Session Planning Procedures

### Conference calls

For each upcoming call:

1 to 2 weeks prior:

- Update the [2014-2015 Itana Program](#), which is automatically included on the ITANA home page.
- Update the [Conference Call Notes](#) page with the next call date and time, which is automatically included on the ITANA home page.

The week before:

- Call Leader: Send out the agenda about 1 week before and ask for additional items
- Call Leader: Send out the finalized agenda with dial-in and webinar information 1 to 2 days prior to the call
- Call Leader: Update the agenda in Adobe Connect and clear the chat fields, discussion notes, et al
- Call Leader: Do other set up in Adobe Connect as needed

Day of the call:

- Call Leader: At least 15 minutes prior to the call, log into Adobe Connect and un-block guest access
- Call Leader: Switch Adobe Connect to the Call Start screen
- Call Leader: Dial in to the bridge 5 minutes earlier, greet people and announce that we will do roll-call at the start of the call
- Scribe/Call Leader: During Call: grab a screen shot of the attendees list
- Scribe/Call Leader: At end of call: copy any notes, links et al and send them out to the Scribe / Steering Committee
- Call Leader: Turn on "Block Guest Access" at end of call.

### Screen2Screen sessions

Planning the Screen2Screen:

Communication and Outreach:

Test Content and Technology:

Host:

### Face2Face planning

Planning the Face2Face:

- Establish a Face2Face planning team
- Determine outcomes and goals (what should attendees leave with) for the Face2Face

Communication and Outreach:

Once a site is determined:

- Pass on the Host Check List to the meeting host

## Membership Management Procedures

[Granting Members Wiki Access](#)

[On-Boarding a New Steering Committee Member](#)