

**Subject:** BitCoins and Blockchain speakers on Wednesday - Why all the fuss about the President's removal?

**From:** "Melb PC President" <president@melbpc.org.au>

**Date:** 2016-09-04 17:08

**To:** John Bade <johnb@melbpc.org.au>

Dear Members,

You may be asking why all the fuss about calling a SGM now when the full November AGM will be called next month and it gives an opportunity to replace all the committee?

What have I, the new President been trying to do? My aims are exactly the same ones as in my original President's report from November last year, it is attached. They are designed to reduce the costs of running MelbPC. They benefit the non-Moorabbin members as they remove the big costs of running the basement and office. These items are not new, they have the majority committee support and the full support of our Office Manager Dianne Vogt who wants efficient and better systems that are not tied to Moorabbin.

There is nothing new in these items but they are Microsoft based solutions and they do remove the justification for keeping Moorabbin's basement. I have no personal and certainly no financial benefit from these recommendations but I do understand how they can save a lot of time and wages for any business.

Reading my old Presidents report 2015 (copied to the end of this email) ; the items are 1. A new Membership system based on not for profit CRM4nfp a Microsoft solution specifically for not for profit organisations in Victoria, Australia. 2. A new phone system that enable cheaper calls, it enables iHelpers from ALL of the SIG's to respond and talk to members for free. This new system replaces our outdated ISDN system and was APPROVED at our last committee meeting. It will also allow the caller's name to show up when our Office staff or iHelper picks up the call. We will not have to ask you for your membership number. 3. Thirdly, get a much improved website by employing a professional company to make it much easier to use and more friendly. This was APPROVED by Bill Ford's Futures meeting and the committee but then blocked without committee approval. Also the website was to be removed from the basement and hosted like most other websites. The website is our main face of MelbPC that our members see, it needs to be great, it needs to be easy to use.

What is the bigger picture that causes the turf war between a basement incumbents and some committee members?

As you know MelbPC's 2,300 members most of whom don't visit Moorabbin, they get a very raw deal for their \$90 subscription fees. Fees should be much less (\$30 or \$40) if we were efficient.

1. **INCOME:** Microsoft gives us Office 365 for nothing, we own our building, most SIG's finance themselves. Income is falling because we lose about 600 members' subscriptions per year. MelbPC also sells Microsoft's Office ProPlus at a profit, we sell Optus's wifi at a small profit and we run a raffle at Moorabbin.
2. **EXPENSES:** Running the accounting, membership system (MMS), recording sales, keeping the office doors open has required full and part time staff. The Moorabbin basement and the whole building has high electricity costs and an expensive commercial grade Internet connection for our small website and many undocumented computers. We have been seriously losing money for over 5 years. The admin business of MelbPC has multiple places for Dianne to input the same information and it is too unreliable. The MMS was not working for a month this year. My proposal is to enable the MelbPC office staff to work from home and allow others to assist from home in the running of MelbPC. The CRM4nfp system enables this. This removes the necessity of staffed offices at Moorabbin. Moorabbin is well used on weekends without staff in attendance. MelbPC can then continue as an organisation.
3. We have run at massive losses of \$133,629 last fin. year, \$265,000 previous year, we will run a loss this year. We did have 1 monthly profit this year, the first in monthly profit recorded in 5 years. It was a just a temporary profit in a sea of red ink.

What is the result of this financial uncertainty? Many SIG's have a fear these losses will not stop and they have become almost independent of MelbPC. For example; Essendon SIG has its own MMS, own income, moved away from MelbPC's Office 365 and really is independent of anything from MelbPC.

The committee generally do not employ professionals, I disagree on this need and I've pointed to past problems as a justification for engaging professionals such as for a new membership system, website redesign, employment contracts and legal advice.

What is our biggest cost and what is our biggest problem?

The biggest problem is the short projected life of MelbPC.

Our biggest problem is no committee control to get essential changes made.

For an example of legal obligations:

Dianne Vogt our Office Manager has requested an employment contract for years. Now the Office costs \$120,000 to run and at the June committee meeting the big cost of Dianne's redundancy was tabled by Ian Rankin. Legally MelbPC cannot alter her wages, hours or conditions without paying out her redundancy or by getting Dianne's written consent. There was a disagreement between my recommendation and committee's to get professional legal advice and to get legal contracts drawn up for employees and set up documents for all members' responsibilities. I acknowledge their viewpoint but disagree.

Then at the August committee they recognised the need for an employment agreement but did not accept that varying Dianne's employment conditions would not be legal. And so we have a need for good independent legal advice, again.

The growing differences, and a turf war between Moorabbin basement incumbents Sean, Phil, Richard Solly, John Hollow and some senior committee members who have conspired to withhold network documentation and passwords despite the current and previous Committee's resolutions demanding the information has led to the dysfunctional committee of today.

For example:

Our Secretary has operated multiple times without committee approval on items that benefit the selfish interests of incumbents at Moorabbin.

The Internet connection to Moorabbin comes from one supplier FibreVision and your committee had appointed office manager Dianne to be the sole negotiator on its behalf. Unfortunately negotiations were also being carried out by our Secretary Geoffrey and Sean since December without permission or informing committee. Dianne requested permission make the increased invoice payments to FibreVision but the Treasurer and I said that the committee had not approved the contract and Dianne could only make the existing smallest payments. When FibreVision cut the connection Secretary Geoffrey then forced a payment to re-establish the connection. Here is committee member Stewart's reply to Peter O'Brien asking about the Action Items in the minutes and how that relates to FibreVision negotiations.

Stewart replies>

"Peter,

*An extract from February Minutes:*

*"That a twelve month contract be signed with FibreVision for the provision of optical fibre internet connection subject to final approval of the committee of the full contract terms, which must include: 10/10Mbps price and other higher speed prices, and the ability for ad hoc speed changes at short notice (to be specified). Further, John Bade is to test video-streaming at 10/10Mbps to establish the viability of that speed."*

*Moved: DM Seconded: PL 1 against CARRIED*

*Sadly, FibreVision decided to cut off our link instead of provide a contract that we could accept and that is when John Bade took action to get the website back on line without paying an unjustified charge to FibreVision. For the record, I do not endorse all of John Bade's actions, but I do support his action in getting the website back on line without FibreVision.*

*Regards,*

*Stewart Gruneklee – committee member*

In the last month the Secretary has signed up the basement at Moorabbin for a 24 month contract with FibreVision!!! Brazen and again without committee approval.

“The absolute number one issue facing MelbPC is its short projected life. And are we going to try to extend the life of the Group, or plan for its demise?. Doing nothing is not acceptable!!! Either way **we need to be in control**. Currently Immediate Past President and Richard Solly control our Office 365 despite a committee motion to hand back the network documentation and passwords. MelbPC’s version of Office 365 has been modified from the normal Microsoft Office 365 setup. Some important features in our Office 365 are not available to members due to the current control by these two members. I’d like to see MelbPC as a progressive and maybe even on the ‘bleeding edge’ again. That was the spirit that created MelbPC.

We have 2,400 members and approx. 40 SIGs and are currently losing about 600 members per year! On the positive side we have the best Office 365 suite for our members with Email, OneDrive for Business, online Office Word, Excel, Skype for Business, Sway and Yammer for social media but only with other members.

Reinvigorating MelbPC could come through returning to being an Internet Service Provider again as a reseller of the NBN. For other reinvigoration ideas PLEASE PLEASE please read an old blog, <http://www.borrett.id.au/insight/2004/06/new-ways-to-implement-melb-pc-vision.htm>

**Doing nothing is the easy option**. And we’ve been doing the easy option year on year since 2004. Let’s not let history keep repeating itself.

If you are not, very conservative and do believe in a paperless office and a modern workplace where staff can work from anywhere with applications running from the cloud then the November committee elections are just around the corner.

### **Presentations at the Moorabbin Monthly Meeting for September 2016:**

I have arranged to have 2 speakers/presenters for this Wednesday 7th as there will not be a legal SGM held.

Scott Phillips (DrSplott – 3D Printer expert )and Peter Robertson are founders of BlockZero, a blockchain think tank and project development company.

Blockchain is set to change the world in ways that few appreciate. It's often said that these emerging technologies are at a stage equivalent to the Internet in 1995, and that their impact will be equivalent to or even greater than the World Wide Web.

Peter will present a history and high level view of the colourful world of blockchain and crypto technologies, and Scott will deliver a very clear and concise explanation of what the blockchain is and how it works.

Podcasts and reviews are at

<http://cryptogoss.com/podcasts/blockchain-imaginarium/>

<http://cryptogoss.com/whocryptogoss/>

=====PRESIDENT’s original report November 2015 ===

To the committee and members:

As a new president to MelbPC I researched the comments, goals and aims of the last 4 previous presidents of MelbPC as they came to office. These items are again clearly reflected in Saturday 26 September 2015 report of ‘Preferred Future for Melbourne PC’ by Bill Ford please see the attachment.

A good summary of these same goals can be gained from reading the opening page of Charles Wrights old blog page <http://melbpcconduit.org.au/> . Some of these listed action items have been completed (emailing the PCUpdate which was started under the previous President, moving equipment out of the Burnley datacentre) but **our very core office infrastructure** has never been tackled. It is ‘hanging by a thread’ to quote the last President. So number one is to get a new Membership Management System. **Our new website** now needs professional assistance to make it more presentable, easy to use and mobile friendly.

Even more urgently we need a list of products that be marketed to existing and new members. This is expressed in Bill Ford's summary as "Generate a list, understandable to non-members, of what we have to offer".

We have the very best offering in Microsoft's Office 365 for email, social media, sharing, storing documents, photos, videos that works on all modern phones and computers, and we need demonstrate that value to our members.

None of the core items above are new ideas.

Not doing anything may have been an option six years ago, now not doing anything is certain death.

We will make mistakes in implementing new office systems, products and marketing within the next few months unfortunately perfection is not possible. Perfection may be considered an enemy to implementation and a friend of prevarication.

As Don McKenzie reminded me 'these were ideas from years ago And we still need a new name!'

Do you have a new name? J

The need to implement these items are recognised by all committees going back more than 6 years.

We have attempted to implement using in-house volunteer skills and by allowing all committee members to participate in project managing these core office requirements. Why has more been achieved? Why is it so difficult? The committees have not had the documentation on IT equipment assets, configurations, usernames and passwords. Individuals have been reluctant to pass on the information. We took too long to move our equipment out of Burnley and it cost many tens of thousands of dollars extra. We have taken two and half years to get the new website to this stage. We have examined a new Membership Management System that is supported by the not-for-profit organisation Infoxchange.org.au but the committee has not made a decision to 'do it'. The reports for the MMS are attached to this Presidents Report for your information from March 2015.

Regarding ideas for services, it may be possible to simply **extend our iHelp** service for members. It may be possible to provide an extended helpdesk solution that includes the cost of updates to a premium antivirus, assistance with an upgrade to Windows 10 and a program of recognition for the iHelp members that actually do the online help support. Every SIG has a few gurus that have personal relationships with their SIG members and they could become part of the iHelp team.

As MelbPC would be offering this as a paid extra 24 hours service the volunteers may need the support of a professional outsourced helpdesk and Hedesk software that records who did what support, transfer of shared support calls and the public recognition of their expertise and work. I showed the committee the wholesale price of the premium antivirus solution Kaspersky and there is a decent margin there. This service and selling model is currently used by <https://www.mys4s.com/>

. "At \$385 for a year of access, training and ongoing helpdesk support, it may be a stretch for some pensioners. On the other hand, for disabled people and their carers, Commonwealth funding is available via carer packages."

If MelbPC doesn't provide this type of service then obviously someone else will, profitably.

We need to market our strong social side of our SIGs and our social media platform called Yammer. Let's face it the SIG's are a great social club and the 'PC computer' is only an good excuse to get together for many SIGs. Yammer is a good online social media meeting place but new members need to be made to feel comfortable. There is a place for the confrontational topics of politics, religion and the like but these need to within a group topic conversation. Yammer discussions need to be allowed to be opened up to outside retirement villages, RSL members and CWA when the subject being discussed can usefully do with their input.

"Seniors taking to the internet to reduce loneliness.

In the national survey of 800 participants aged 55 and over, three in five reported that the internet made them feel more connected (62 per cent) while two in five said it helped them overcome feelings of loneliness and social isolation (41 per cent).

The majority use the internet to connect with their children (76 per cent), grandchildren (59 per cent) and other family members (72 per cent) with four in five in these cohorts doing so weekly (84 per cent), the survey developed by Colmar Brunton in June 2015 found."

Yammer needs to make members feel wanted and appreciated. Both Yammer and SIG provide opportunities for members to mix socially with another and engage in informal share of their opinions and concerns. Senior members need to be empathetic and pro-active to new members but that is not enough!

Our Yammer community needs to be 'outward-looking; reaching out to the wider community, contributing to discussions on their community projects and involving themselves in community affairs as responsible community representatives of MelbPC and their own interests.

Merger – Is that necessary if we cannot stop and reverse the falling membership?

<http://www.australianageingagenda.com.au/2015/09/15/nfp-aged-care-providers-join-forces-in-record-numbers-to-survive/>

'All indications are that merger, amalgamation and partnership activity is at unprecedented levels in aged care, as the not-for-profit sector faces profound challenges. But how does an organisation decide whether to join forces or go it alone? What determines success? And what are the pitfalls?

There is now little doubt that merger, amalgamation and partnership activity in the aged care sector has reached unprecedented levels.

'Organisations should also be guided by a set of "non-negotiables", the areas they don't want to sacrifice or compromise in order to secure a merger or amalgamation – such as their name, or particular projects or services they wish to sustain.

I encourage organisations that once they have articulated what they're trying to achieve they actually put it in writing, get it agreed to, and use that as a guide to all of their negotiations and discussions moving forward, becomes a bit of a litmus test," he says.

Is it possible to implement anything if some committee members are so anti-Microsoft that they become blockers of change?

I recognise that some of our committee members would prefer any solution that is non-Microsoft. They ideally want an exit process to take the club off Office 365 but to what alternative? I will not disagree someone's faith in a "commitment to open source" but I don't see choosing core office systems that are supported hosted, backed-up and provided by Microsoft as anything but a sensible decision!

This makes it difficult to move forward as MelbPC's best online features are all based upon Microsoft Office 365. It is the generosity of Microsoft that MelbPC a not-for-profit organisation is able to have Office 365. WE need enable all the features and invite new members to experience all the features of this collaborative suite of programs.

The Membership Management System I have proposed is CRM4nfp another Microsoft product supported by a not-for-profit organisation Infoxchange.org.au .

Our website is proposed to be hosted on Microsoft's Azure webhosting at a cheap not-for-profit cost rather than in our Moorabbin basement that has had multiple power outages, recent flooding and dubious expenses.

New committee members have been offered a mobile phone to they can then 'keep informed' of committee decisions, just like shire councillors. The SIM card would be from MelbPC's OPTUS wireless Internet and use Office 365 on the mobile.

Committee members can read the Guide for Community Board Members (attachment) and together with <http://www.ourcommunity.com.au> , it provides extensive resources and information , aiming 'to build the capacity to strengthen the community by providing the resources that enable Australia's community groups to grow stronger.'

In closing we all need to thank the good and difficult work of our past president Harry Lewis who steered the club through the challenging migration of Outlook.com to our manageable enterprise Office 365 platform and then getting the new website up and running. He also provided members with Office 365 support with the iHelp team. Finally to all those I have offended on the committee during the past year I seek your support and offer my apologies. I'm sure we would all like MelbPC to become a strong organisation again and perhaps a reseller of the NBN but we will need a strong core office platform to enable the selling of new services and the measurement of our marketing effectiveness.

To all those country and outer suburban SIGs "I'll be back".

John Bade – President

Melbourne PC User Group Inc

-----MOTIONS that I proposed after the FUTURES MEETING –

Correspondence – inwards:

1. Colin Carter on the subject of Email #2 – Proxies . I believe that this issue of Proxy Forms may be settled after comments from Stewart Gruneklee and Ian Rankin.
2. Colin Carter on the subject of Email #3 - Attempted SGM (received 4/1/ ,it will be circulated).
3. Colin Carter on the subject of Email #4 - Members Rights (received 5/1/ , it will be circulated).
4. Colin Carter on the subject of Email #5 - Nomination Process 2015 AGM. (9/1/ , it will be circulated).
5. Colin Carter on the subject of Email #6
6. Colin Carter on the subject of Email #7 - AGM 2015

Correspondence – outwards:

The Office sent a Christmas message to members from Office 365. That message was to both @MelbPC and non-melbpc email addresses.

The survey was mentioned in the email.

A)

Membership management system. Costs of implementation have been received from Nathan Kelly | Applications Consultant Infoxchange \$40,000. Details will be provided.

B)

How do we justify the cost of membership to existing members?

We need a list of products that can be marketed to existing and new members. This is expressed in Bill Ford's summary as "Generate a list, understandable to non-members, of what we have to offer"

C) Review the comments and summary of a discussion with Richard Neeson regarding the NBN reselling opportunity for MelbPC.

I provide the information that I gave to Richard and a summary of our consultation that I've emailed to Richard.

D) A motion that clarifies the editorial role of PC Update Editor to not publish my President's report.

A motion to clarify the editorial role of the Secretary to distribute my President's report without editing.

E) Committee consider approval to grant DigitalSmith permission have administrative access to the website. To then get a quotation to develop a new website by using the existing content. The new website is to be hosted not in the basement but in Azure cloud hosting for not for profits. Dianne should be the person approved to liaise on behalf of MelbPC with DigitalSmith. A budget of \$10,000 should be allocated.

F) Motion to consider the purchase of online vault to storage of documentation.

LastPass - currently using a 'personal edition' for the storage of domain registrar information, this can be extended to all networking, telephony, software licensing, banking, building contracts, insurance and more. An enterprise version costs \$24 per user per year. <https://lastpass.com/enterprise/enterprise-pricing>.

G) Documentation of the basement infrastructure has not been forthcoming even though the committee has passed a formal motion.

Richard Solly has been asked for the documentation of MelbPC's Office 365 both from myself and via Harry Lewis 5/11/2015. No information has been provided.

H) Geoffrey was offered to contact Charles Wright regarding the pconduit domain and website. Committee should consider and discuss an alternative approach.

John Bade

President

Melbourne PC User Group Inc.

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— Attachments: —

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Report on CRM4nfp Membership System.pdf

12.4 KB

## ***Report on CRM4nfp Membership System***

### **Summary**

CRM4nfp agrees with the general principle requested by Committee of a single point of entry for all our data, for all of our MelbPC functions of managing our subscriptions, communications, meetings, training, marketing and other activities.

CRM4nfp appears to have the features required to manage our Membership out of the box.

Should we decide to go forward the next steps with the support of InfoXchange (IXC) and include requirements gathering, scoping, architecture and project management. There is plenty of opportunity for committee involvement in shaping the final solution for MelbPC. Further down there would be the staff and members training carried out by IXC.

CRM4nfp can record the categories of membership, member's skills, qualifications, volunteering time card and efforts, leadership positions, sales and purchases etc. It is flexible by allowing new categories to be created without programming skills.

It also fits in with a broader MMS project scope of being a single place to:

1. Recording of a SIG's attendance including guests;
2. SIG communications to new and existing members;
3. The HelpDesk module has logging of cases, call queues, delegation and reporting, and
4. An Online Portal for sales of items and membership subscriptions is available.

### **About CRM4nfp.**

The product is developed in Victoria by the State Government in conjunction with Microsoft and IXC to assist qualified charities with their Association membership requirements. It is an application developed upon Microsoft Dynamics CRM current version is 2013, however IXC indicated we would probably be getting version 2015. Updates are free, however major upgrades may include a cost of support from IXC.

### **Features.**

Membership renewal notifications may be fully automated, allowing staff to focus on other activities. The Marketing module in CRM4nfp can send the renewal emails directly out to members. These emails can include any attachments.

Regularly used documents can be stored in CRM4nfp as "Sales literature" and can then be tracked email from Outlook. Mail merge for postal letters are organised from CRM4nfp. Links to a document in our Office 365 SharePoint can be held and interacted with from within CRM4nfp.

CRM can store templates for both mail merge and email use. CRM integrates with Mail Chimp for fast bulk emailing utilising the Mail Chimp Templates functionality (third party integration tool required) and Mail Chimp can give the reports of members' opening the email, clicking on a link in the sent email or the non-delivery of emails if the email address details are wrong.

## **Costs.**

The full price of a full Microsoft CRM system license is \$65 per login user per month, however as we qualify as a Not For Profit (NFP) organisation MelbPC would obtain the system at far reduced pricing.

The Microsoft pricing per login user for an organisation that qualifies for NFP pricing under Microsoft guidelines is \$15.10 per login user per month for Full Access, and \$7.10 per login user per month for limited Access (such as a SIG Convenor, or a HelpDesk volunteer may need to record support efforts). It is possible for multiple end users to login with the same SIG or HelpDesk generic license username but then you cannot track those volunteers' efforts or changes. At this time we would require two Office logins plus a login for exclusive use by IXC – all of which would have full Access. The number of Limited Access logins would have to be determined, ranging from possibly 10 to 50 or so (based on sharing of logins amongst SDIG Convenors and iHelp Volunteers to one login per SIG Convenor plus one per iHelp Volunteer)

In addition IXC charge \$1,000 per year as a base for CRM4nfp. Customisation costs extra, and there would be initial setup costs (not discussed). Support hours are sold in bundles and they deduct the hours as MelbPC logs support calls and IXC assists us. Online support is always available, eg how to do mail merges.

IXC provide training and follow-up training. Training courses are:

\$1,200 for 1 day for a Basic Training Course, max 10 persons, ie Office staff + some volunteers.

\$900 for Advanced Training Course, max 10 persons, ie Office staff + some volunteers, 4 Hours.

IXL have their developer (Andrew) to make special customizations and support.

## **Other**

Can include products, eg Mobile Broadband, Newsletter subscription etc into system.

DV does not want full integration with Quickbooks because we are on an accrual based accounting method.

SIG Convenor communications (both up and down) have yet to be determined.