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2023 Strategy Update

TSANet 2023 Strategy Streams

TSANet Connect 2.0

New Membership Model

Expand Regional Focus Groups
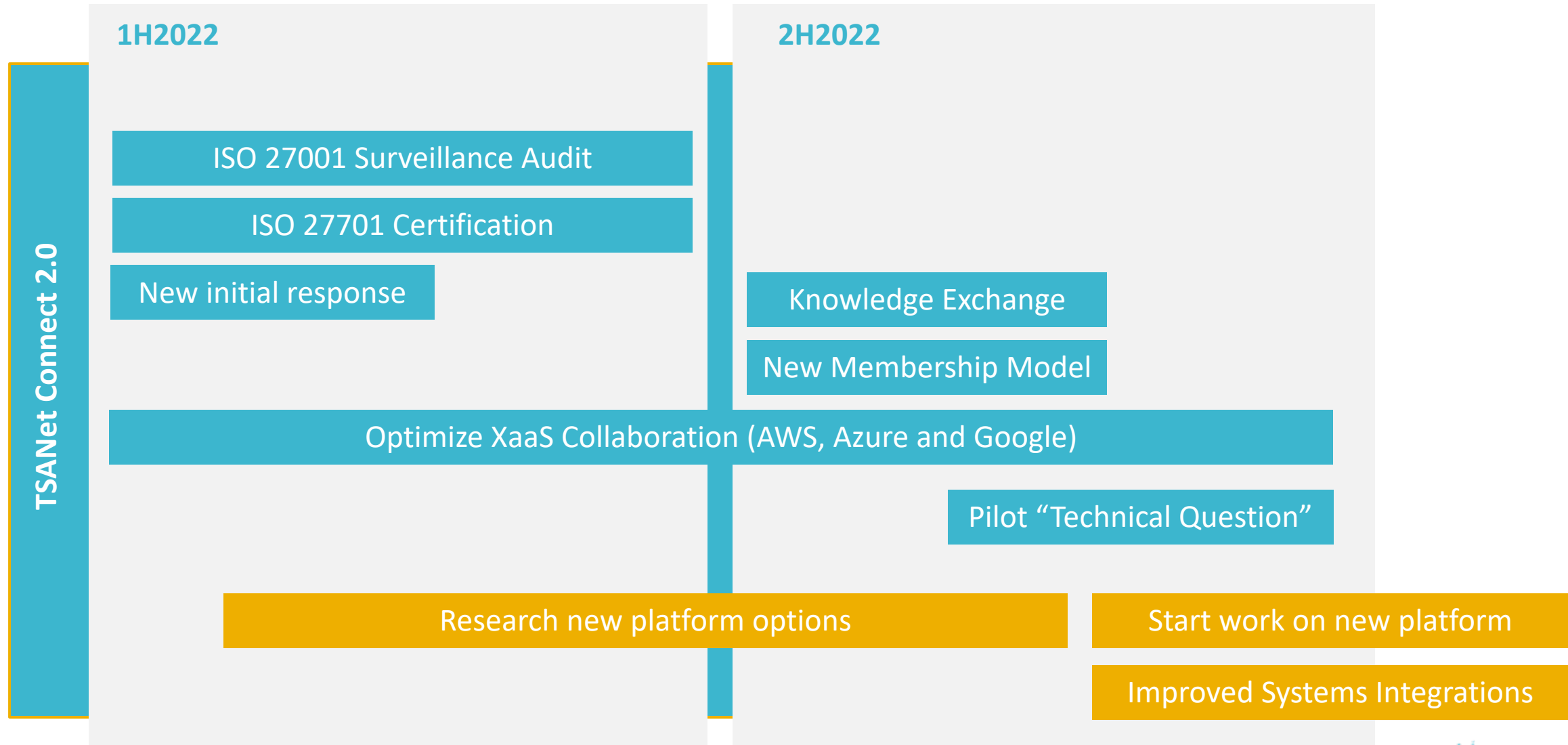
TSANet Partners
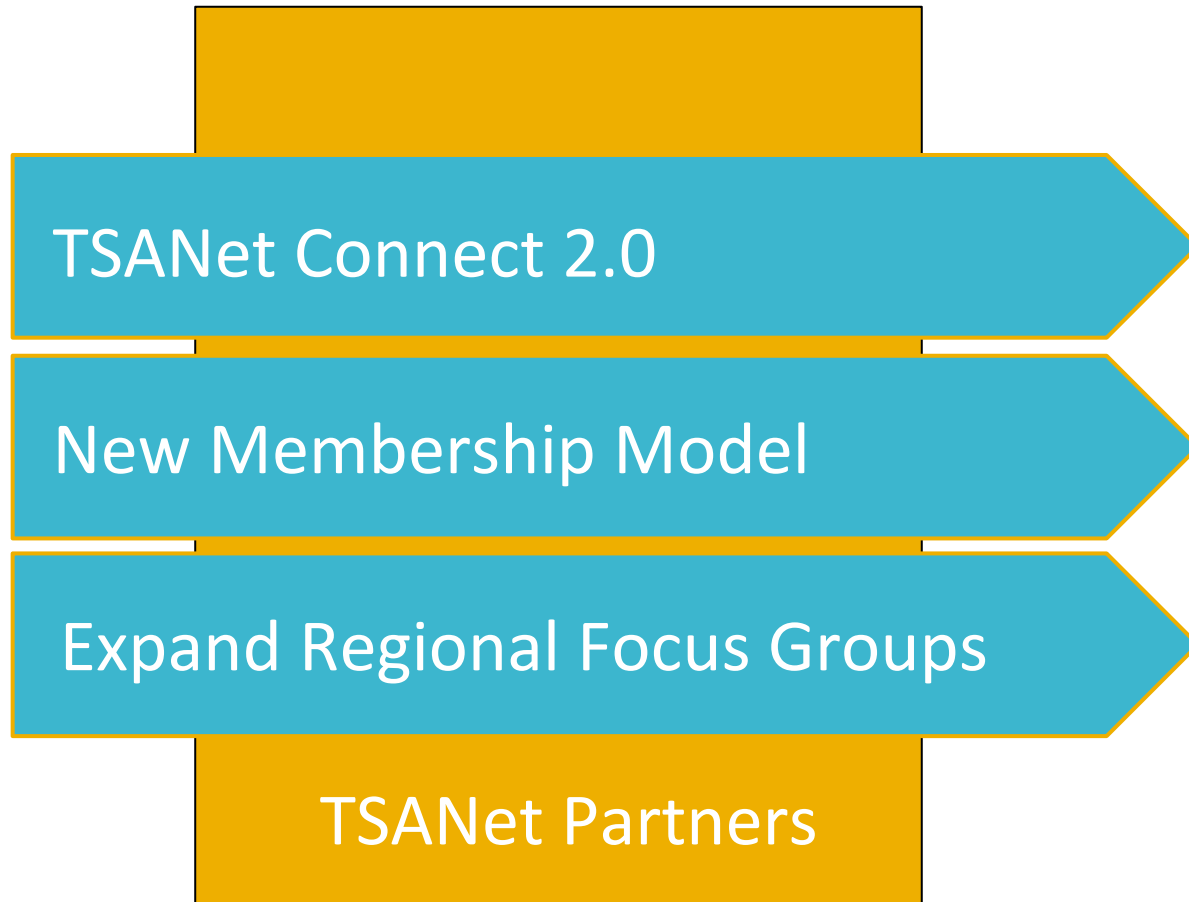
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TSANet Connect 2.0

1. Improve existing Collaboration request by expanding response options

2. ISO 27001/27701 Certification

3. Optimize XaaS Collaboration (Azure, AWS, Google)

4. Changes to support new Membership Model

5. Expand Use Cases (Support <-> Engineering, Technical questions)

6. Post Collaboration messaging "*option*"

7. Improved system integrations

2022 Plans

TSANet Connect 2.0

ISO 27001 Surveillance Audit

ISO 27701 Certification

New initial response

Knowledge Exchange

New Membership Model

Optimize XaaS Collaboration (AWS, Azure and Google)

Pilot "Technical Question"

Research new platform options

Start work on new platform

Improved Systems Integrations

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TSANet Connect – New Initial Response Options

1. **Accept**: The receiving member acknowledges the request by sending back a case number, assigned engineer and contact details

2. **Information Needed:** This new option allows the receiving member to request any information needed to create and assign a case.

3. **Rejected:** This new option allows a receiving member to close a request without a case. This is only available after the receiving member has tried to gather the correct information with the information needed workflow.

Respond to Test Company - Case Problem Summary

🔘 Accept Collaboration Request

⚪ Request information (Use if missing information necessary for you to create a case)

Email Test Case Information

Note: change the default note if needed

Email Test Case Number

Our assigned engineer will contact you.

Assigned Engineer First and Last Name

Assigned Engineer Email

🇺🇸 ▼ Phone (Optional)

Submit

Part of March 2022 Release

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TSANet Connect - ISO27001/ISO27701

ISO27001 – Information Security Management

❑ Globally recognized standard for information security management

❑ Mandates processes and controls for the establishment, maintenance and certification of an information security management system (ISMS)

❑ Obtained Certification in 2021.   Surveillance audit in 2022

ISO27701 – Privacy Information Management

❑ Mandates processes and controls for managing personal information

❑ Demonstrates compliance with global privacy standards, such as EU GDPR (General Data Protection Regulation)

❑ Expect to be certified by end of July 2022. System changes part of **June 2022 Release**

bsi ISO/IEC
27001
Information Security
Management
CERTIFIED

bsi ISO/IEC
27701
Privacy Information
Management
CERTIFIED

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New Membership Model

1. Maximize ability for collaboration between Members

2. More Value to Limited Members (or move some to a different level)

3. Simplify how Premium Members add Partners

4. New pricing model with more flexibility at the Premium level

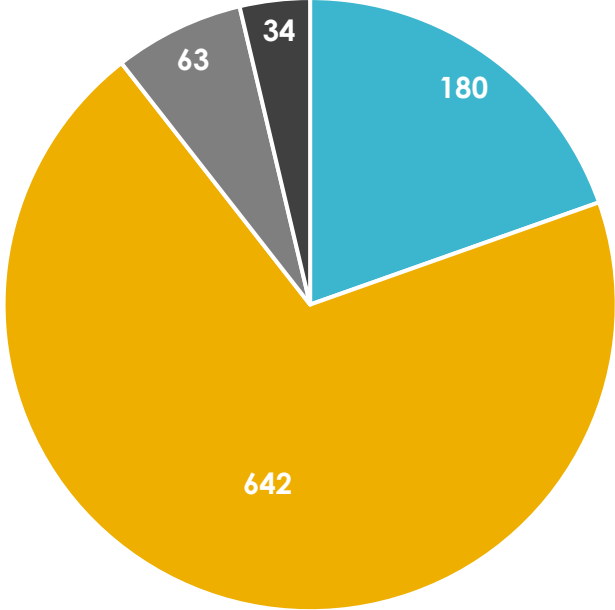5. Simplify benefits and update marketing

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Membership – Current State

Number of Members (885)
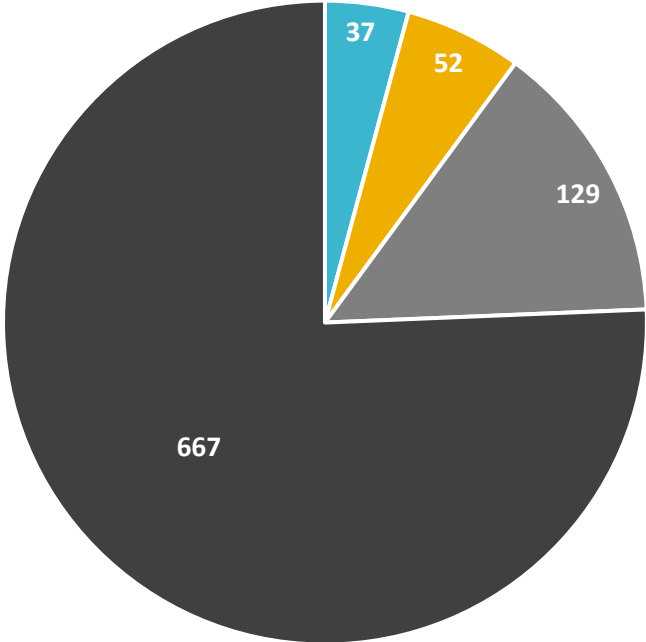
- ■ Basic ■ Premium ■ Limited ■ Limited (Host Paid)

Revenue (in $X,000) - 920k

- ■ Basic ■ Premium ■ Limited ■ Limited (Host Paid)

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Membership Model Status

1H2022 – Create new framework

❑ 2-day workshop in February on new framework

❑ Will finalize/approve new framework at May Board meeting

❑ Primary Goal - Create more value at all levels

2H2022 – Roll out new framework

❑ Change in TSANet Connect to support new framework

❑ New Marketing materials

❑ Communicate and transition Members to new model

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Expand Regional focus Groups

Regional Focus Groups

1. Start back up face-face meetings in 2022

2. Continue online meetings as needed based on regional requirements

3. Work with Partners / Consultants to bring best practices content to Members (Webinars / Events)

Engineer Knowledge Exchange

1. Expand to global offering.   Sessions available to all

2. Pilot linkage to "Technical Questions" as phase 2 of knowledge exchange
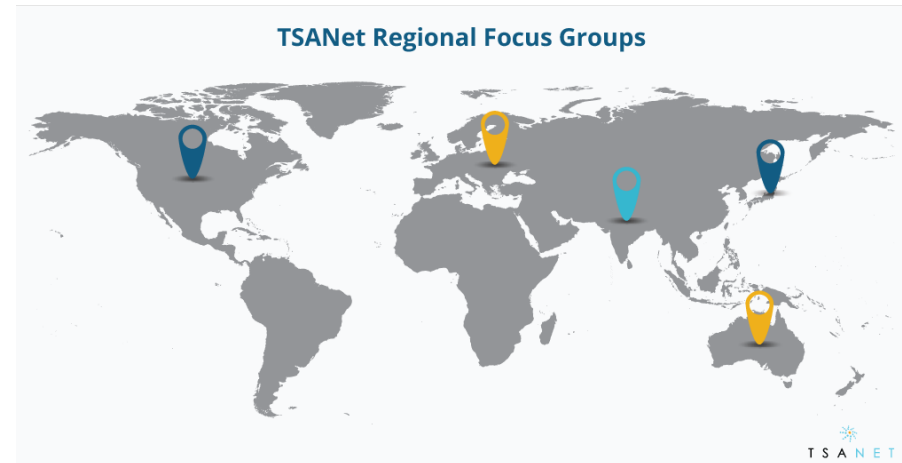
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Regional Focus Groups - Status

Regional Focus Group Meetings

❑ Regional Focus Groups continue to meet online in 1H2022

❑ Hope that some will have face-face meeting in 2H2022

❑ Future plans will include both online and face-face meetings

Expand Knowledge Exchange

❑ Did first session for Japan (Local Language)

❑ Europe will do next global session

❑Will add recorded sessions to TSANet Connect in the second half

TSANet Regional Focus Groups

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TSANet Partners

TSANet Connect Technology Partners

- ❑ Review models that allow for others to contribute
- ❑ Leverage 3rd Party technology solutions for advanced features
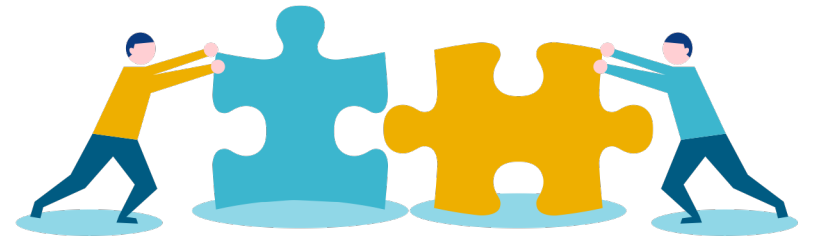
Support Process Partners

- ❑ Create a Partner Framework that allows Partners to provide content and services to Members
- ❑ Leverage industry thought leaders to help drive process improvements and future features

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Support Process Partners - Updates

Joint Events with ASP in Q1

Customer Skills workshops with FT Works
- ❑ Building Trust
- ❑ Setting boundaries
- ❑ Flexing

Support Leaders workshops with FT Works
- ❑ The Art & Practice of Customer Journeys
- ❑ Digital vs Live vs Hybrid Journeys (#1 is a prerequisite)
- ❑ Support Website Design (#1 & 2 are prerequisites)
- ❑ Intelligent Swarming & Collaboration
- ❑ Communities, Today's Powerhouses
- ❑ Breaking Down the Silos

https://tsanet.org/category/upcoming-events/

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