

**Suncoast Information Specialists
Business Meeting Minutes
Tuesday, August 5, 2014**

Date/Time: Tuesday, August 5th, 2014, 5:30 - 8:00 p.m.

Location: Seminole Heights Branch Library, Tampa, FL

Host: SIS Panel Discussion

Catering: Mikey's Café and Bakery

Attendance: 29 Attendees

Minutes by: Marisa Meale

- 5:30 - 6:00pm
Sign-In/Set-up
Optional tour
- 6:00 - 7:40pm Dinner / Presentations:
- *Career Opportunities in IT Service Companies & The Advent of Cloud Computing*, Presentation by Marc Blumenthal, VP of Business Development, Tribridge Human Capital; Doug Blitzler, Sr Director, Talent Strategy and Development, Tribridge; Lorraine Harbert, Dir of Client Services, Tribridge; and Doug Bougard, Managed Services Specialist, Tribridge
- *How Businesses Communicate & Store Information*, Caren Conner, Finance Project Manager, Verizon
- 7:40 - 7:55pm Business Meeting

Socializing and Networking

6:00pm - Vilma Silva Butym, from USF's SOLIS (Student Organizations of Library and Information Science), welcomed everyone. This event is a collaboration between SOLIS, USF's School of Information, and SIS.

Caren Conner is a Finance Project Manager from Verizon. She received her MBA from Nova Southeastern University.

Marc Blumenthal is the Vice-President of Business Development for Tribridge Human Capital. He received his BA in Management of Information Systems from USF and later started his own business, Progressive Business Solutions.

Program

The speakers from Tribridge Human Capital introduced themselves (see job descriptions above). They spoke about the different roles each of them assumes within the company and how the company compares to different IT/cloud computing companies.

Doug Blitzler has just hired ten students from USF in May, which was the highest number of students from any one university. The Tribridge vision is to be the premier IT service in the

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United States. It has over 600 team members and twenty years of experience in IT. It has repeatedly been named one of Microsoft's top partners and serves over 3,750 customers. The company provides cloud computing on a private and public basis, as well as enterprise resource planning for companies such as Starz, The Weather Channel, and Muvico. It also focuses on customer relationship management through the applications and online portals it builds for businesses. The company therefore works in document management and business intelligence. Tribridge has worked with Florida Virtual Schools and Ideal Image, as well.

Lorraine Harbert explained that the company works in human capital management by providing their customer companies with information on their customers, as well as helping these companies manage information on their own employees. There are different job roles within human capital management: For instance, there are those who work with clients from the beginning, those that help them choose the right software for their company, and those who help them with daily site maintenance. Tribridge has been recognized four out of the last six years as a worldwide Microsoft partner and has a strong global presence with offices around the U.S. and Europe.

Marc Blumenthal noted that, in the past, Tribridge would have to travel to their customers, but now everything can be done virtually. So, the company has had to design job roles and responsibilities for their employees all over the world, even if there is not a physical office located nearby.

Tribridge works with clients as diverse as Price Waterhouse Cooper and the National Broadband Network (Australia). Tribridge also works to support assorted venues for e-learning. Each client with whom they work has unique needs, so Tribridge will often speak to them personally by phone or voice/video chat. Tribridge employees must be trained based on the skills and products of individual industries, but much of it is learned is attained on-the-job. They also encourage continued learning through the e-courses that they make available to their own employees.

Marc emphasized that students of the library and information sciences who study the ways in which business processes are enabled by technology make good candidates for jobs with Tribridge. Tribridge encourages their employees to pay attention to detail and apply what they have learned in practical ways. When the company is looking for possible job candidates, they want to see individuals who are self-starters, creative thinkers, and good communicators: job skills that are universal among hirers.

Denise Sheriff pointed out that the USF School of Information is now offering classes in cyber intelligence. She introduced our next speaker.

Caren E. Conner is a Finance Project Manager from Verizon. Between 1995-97 she also attended USF before going to work as a data entry clerk. Now she works on mergers, acquisitions, and solves all kinds of business problems as a certified project manager.

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Business intelligence encompasses the methods and technologies to gather, store, and analyze data to make decisions. Projects have a defined beginning and end. Caren uses a process called Six Sigma, a method to improve business capability, and is in fact considered a Master Black Belt of the process. She asserts that in order to understand where the problem lies in a business, the business must first understand what their customer satisfaction is like. For instance, if a business is unaware of a particular problem, how can they work to improve it?

Caren feels that business solutions come about through working closely with people and focusing on their needs. Generally, people want to make things better for their business and their customers. She uses conference calls, workshops, e-mail, chat sites, instant messaging, and document sharing sites in order to facilitate working with her clients. Successfully identifying and organizing the available information is extremely important, which is exactly what librarians are trained to do.

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Megan Oliver thanked our speakers and asked that the present SIS members introduce themselves. She emphasized that the job titles and roles assumed by SIS members encompass more than what we think of as typical librarian duties. She also recommended that any SIS members who are currently looking for work bring a business card and/or resume to each meeting. Caroline Reed noted that the SIS website includes links to all different institutions that are hiring, not just those that post to county websites.

Old Business

Treasurer's Report

Jodi Geever reported that SIS had \$1,647.22 in its bank account as of Wednesday, August 2nd. Some of that money will be spent to facilitate September's meeting at Bok Tower Gardens.

New Business

Call for Newsletter Announcements: Megan O'Brien

Call for 2015 SIS Board Members: Bill Harris

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SIS members have until September 27th to nominate candidates and voting will take place virtually in October. The following positions are open: Vice-President/ President-Elect, Secretary, Treasurer, and Director.

Job Openings

Bill Harris announced that there are part-time LTA positions within the Tampa Hillsborough Library System. These positions are typically nineteen hours a week, which can be great for LIS students. For those who might apply, he recommends highlighting any customer service experience on your resume, as well as affirming your ability to work nights and weekends.

Scarlett Ferstl announced that Hillsborough County Schools often have openings; she recommends looking at the requirements for media specialists in Hillsborough.

Next SIS Meeting

Megan Oliver reminded everyone that the next SIS meeting will take place Saturday, Sept. 27th at 12 PM at Bok Tower Gardens. Denise Sheriff will be sending out details closer to the date. Anyone attending is welcome to bring guests, but please RSVP.

SIS Committees

SIS is comprised of several committees, including the Nominating, Scholarship, and Membership Committees. Remember, of course, if you are a member of the Scholarship Committee, you can no longer apply for the SIS scholarships offered. Betsy King and Jessica Riggins can also use any help running the SIS website and maintaining its social media presence. Committee participation is excellent for building one's resume, and such extracurricular activities can sometimes give one an edge over another candidate for a particular job.

Summary:

This SIS meeting was held at Seminole Heights Branch Library in Tampa. Members from Tribridge spoke about what they do as a company focused on IT and cloud computing and the way in which library and information science comes into play. Caren Conner underscored their sentiments by speaking about her roles as a Finance Project Manager for Verizon. SIS has \$1,647.22 in its bank account at this time. The next SIS meeting will take place Saturday, November 27th at Bok Tower Gardens. There are currently job openings for part-time LTA positions in the Tampa Hillsborough Library System, and there are frequently openings for Hillsborough County Schools. SIS nominations for new board

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members are open until September 27th, and members can vote electronically in October. There are also spots open for the Nominating, Scholarship, and Membership Committees.