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LNW Community Newsletter 10: August 20 2013
The First of the 2013 Shared Services Summit Videos is Here!

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LNW Community Newsletter #10

August 20, 2013

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This Week's Insight: 2013 Shared Services Summit Case in Point - LOGIS

The 2013 Public Sector and Education Shared Services Summit was a huge success, in great part due to our fantastic presenters. This week we're starting the release of the 2013 Shared Services Summit presentation videos, and we're starting with one of the most talked about case studies: LOGIS.

For more than 41 years, the Minnesota Local Government Information Systems (LOGIS) has provided information systems, IP-telephony, network infrastructure and services to more than 45 local government units representing 2.1 million citizens. As a Joint Powers, intergovernmental consortium, LOGIS is completely self-sustaining and member driven – necessitating a customer-focused and value-driven strategy and business model.

The mission of LOGIS is to “Facilitate leading-edge, effective and adaptable public sector technology solutions through the sharing of ideas, risks, and resources in a member-driven consortium.” LOGIS is building on that mission with their most recent effort, Managed Services, which will provide a platform for growth and value creation. In this session, LOGIS’ leadership shares the governance, operating principles, pricing strategies and customer service insights that have led to decades of success.

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Community Feature Spotlight: Member List

One of the things Summit Attendees talk about as being the most beneficial aspect of attending the Summit is the ability to connect with other practitioners. We've built the Community's Member List in such a way to allow those conversations to continue.

The Member List has two ways to search it: You can search by Last Name, but you can also search by Areas of Expertise.

In every member's user profile, including your own, there is a checklist of topics pertaining to shared services. If you feel any of these fields are relevant to your areas of expertise, feel free to check them. Then, when a user searches for someone with expertise in one or more of these areas, your name will appear in the results.

You can also use the Member List to contact other practitioners directly. On each profile page is a "Contact User" button. If you click this, it will take you to a form. Fill out the form and press Send, and the Community sends an email from you to that practitioner!

This is a great way to reach out to practitioners you've met in the past, or that you've found via the Member Search functions.

Of course, you must be logged in to the Community to see the Member List.

[Let us know](#) if you have any questions!

[Go to Member List](#)

Logging In to the Community

If you are having trouble logging in to the **Community of Practice**, never received an email with login information, or forgot your password, simply enter your email address (the same one this newsletter was sent to) into the form on the following page:

[Request New Password](#)

If you'd like personal assistance with logging in to the Community, or help resetting your password, you can contact us with the button below, and we'll be happy to help you!

[Seek Login Assistance](#)

Questions, Comments and Concerns

If you have any questions at all, problems logging in, or comments about the site in general, you can always reach us at info@lnwprogram.org. Don't be afraid to reach out. We are here to help!

Thank you, and we look forward to seeing you in the Community!

The Leadership for a Networked World Community Team

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