

Women in Technology

Customer Communications Management User Community Charter

April 2020

Abstract

This document outlines the Women in Technology Customer Communications Management User Community initiative for the women that work, practice, drive and influence OpenText CCM technologies and tools on a day-to-day basis. This Charter institutes the mission and objectives for the user group and the roles and responsibilities for all involved.

Contents

Women in Technology CCM User Community Charter 1

Contents 2

Executive Summary 3

Women in Technology CCM User Community 3

 Vision..... 3

 Mission and Objectives 3

 Role and Responsibilities of CommunityLeader(s)..... 3

 Role and Responsibilities Community Members 4

 Frequency of Meetings 4

 Value to the Community Members..... 4

 Responsibilities of OpenText..... 4

 About OpenText..... 4

Executive Summary

This document provides an overview of the evolving women in technology user community's plans and ideas for a successful and productive community. We will meet our vision through a variety of opportunities; including: OpenText technology education, leadership and mentoring development, and networking opportunities for women at all levels of their careers.

Women in Technology CCM User Community

Vision

The Women in Technology CCM User Community provides a platform for women that work, practice, drive and influence OpenText CCM technologies and tools on a day-to-day basis. This group will come together to discuss a diverse list of customer communications management subjects, including:

- Designing communications in Exstream
- How to address complex documents and use cases
- Template creation
- Data mapping
- Communication design best practices and styles
- Leadership opportunities and motivational discussions

Mission and Objectives

The Women in Technology Customer Communication Management User Community is comprised of a dynamic group of women who are engaged in designing, developing and rendering Exstream communications and end users from a broad range of global organizations implementing OpenText CCM solutions to help manage their multichannel customer documents and communications.

Role and Responsibilities of Community Leader(s)

The community leader will host a variety of events, in-person and virtually, to:

- Share ideas and help resolve technology issues
- Organize hands-on workshops
- Offer different perspectives on creating reusable and scalable designs
- Share personal journeys to leadership roles
- Provide specific industry- and domain-focused knowledge

Role and Responsibilities of Community Members

The community members are invited to collaborate and create an environment of learning and support by actively participating in meetings that address topics that impact their day to day life.

The members are encouraged to sign up to present a topic, help orchestrate an interactive event, and have fun.

Frequency of Meetings

The frequency of the various meetings will depend on the members' interest and participation, though at least one discussion every quarter will serve as the minimum.

Value to the Community Members

This is an exclusive opportunity to be an integral part of a community of women to empower and learn from one another. This will serve as a platform for networking, troubleshooting and learning. If certain topics have a broader appeal we will extend invitations to other software roles.

Responsibilities of OpenText

Open Text is expected to provide meeting logistics such as email invitations, web hosting platform, meeting space for meetings (virtual as well as live) and the preparation of timely summaries of each meeting of the user group.

About OpenText

OpenText is the world's largest independent provider of Enterprise Information Management (EIM) software. The Company's solutions manage information for all types of business, compliance and industry requirements in the world's largest companies, government agencies and professional service firms. OpenText supports approximately 50,000 customers and millions of users in 114 countries and 12 languages. For more information about OpenText, visit www.opentext.com.