Update from SAS

Matt Malczewski, Communities Manager, SAS Canada



Agenda

- Events
- News from the Online Communities
- New People



Home Attend Learn Connect Exhibit Virtual



USERS PROGRAM

www.sasglobalforum.com



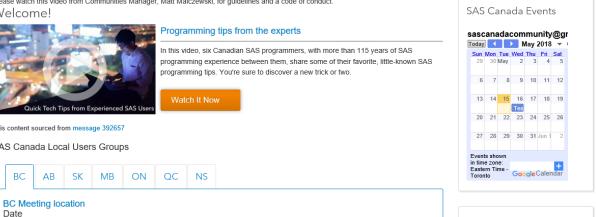
- Created in 2011
- Ning platform
- Over 2,000 members
- Engaged audience
- BUT... looks, feels 'old'
- Limited capabilities

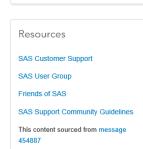
Where We Were...



Where We're Going...

SAS Canada Community MattMal ✓ 0 Notifications 0 Messages Please watch this video from Communities Manager, Matt Malczewski, for guidelines and a code of conduct SAS Canada Events Welcome! Programming tips from the experts sascanadacommunity@gr Today May 2018 ▼ In this video, six Canadian SAS programmers, with more than 115 years of SAS programming experience between them, share some of their favorite, little-known SAS 29 30 May 2 3 4 5 programming tips. You're sure to discover a new trick or two. 6 7 8 9 10 11 12 13 14 15 16 17 18 19 Quick Tech Tips from Experienced SAS User 20 21 22 23 24 25 26 This content sourced from message 392657 27 28 29 30 31 Jun 1 2 SAS Canada Local Users Groups Events shown in time zone: SK MB ON QC NS **BC** Meeting location Date

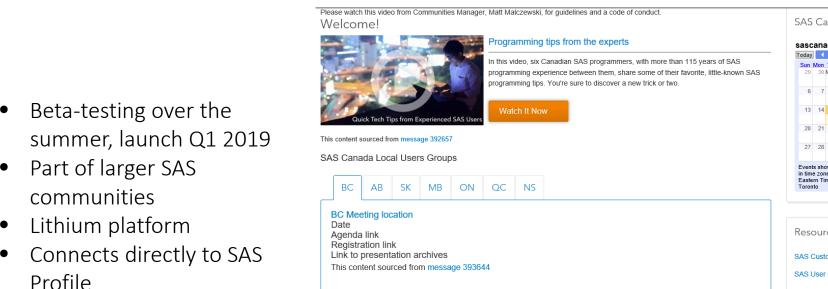




Category dashboard

Community Admin Category Admin

Lithium Social Intelligence



SAS Canada Community

A blank canvas



New Programs

Exciting News for SAS Customers

- Ever feel overwhelmed as a newer (or long-time) SAS user when facing all the support options available?
- Lots of options not so great with wayfinding
- Which is best for me?
- How do I search?
- What is the value/benefit?
- Why should I bother?



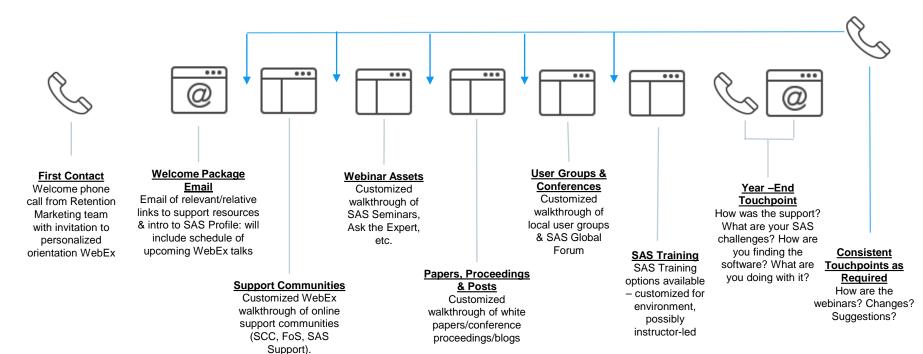
Introducing...

SAS Support Onboarding Program

- Developed here in Canada
- Designed for newer SAS customers... but also, for seasoned experts that want some guidance around navigating SAS Support
- SAS has a responsibility to help our customers find value in their investment
- We can achieve this by facilitating...
 - Comfort with the tools/solutions
 - Guidance through support and knowledge landscape
 - Dialogue around challenges/opportunities
 - Connection points with other SAS users



Persona: User/Practitioner (6 Month Process)





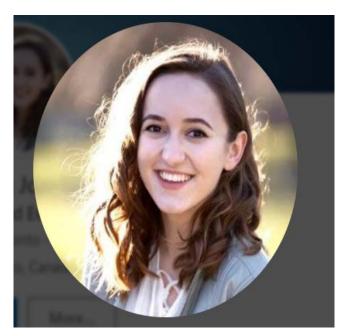
Sound Interesting?

- Email Matt Malczewski at matt.malczewski@sas.com
- If personalized onboarding can't be arranged, assets can certainly be shared!



Introducing...

- Alexandra Jovicic your new user group program support
- <u>Alexandra.jovicic@sas.com</u>







Thanks!

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sas.com

