



Chapter Leadership Conference '09

**Register NOW to attend the
2009 itSMF Chapter Leadership Conference!**

When: Wednesday and Thursday, 28 & 29 October, 2009, followed by
itSMF Intl. AGM & Chapter Meetings on 30 Oct., 2009

Where: **Barceló Sants Hotel (Note venue change!)**
Pl. dels Països Catalans s/n. 08014 Barcelona, Spain
Hotel: www.barcelosants.com

CLC registration: www.itsmf.es/clc2009.html

Why: The intent and purpose of the “CLC” is three fold:

- For Chapters:
 - Provide itSMF-focused learning and information to current & future itSMF Chapter Leaders
 - Prepare Chapter leaders for challenges and issues they face or may face
 - Provides an exciting, positive forum for the exchange of ideas and best practices in Chapter Leadership in multiple areas of interest, including Events and Event planning, Membership/Sponsorship, Governance, Publications, Certification, Chapter Finance and Budgeting, etc.
 - Helps prepare Chapter Designated Representatives for a more productive AGM and Chapter Meeting
 - Show how Chapters they can become engaged in efforts that are critical to our industry.
- For itSMF International:
 - Provides an exceptional mechanism to communicate with Chapter Leadership in a comprehensive and structured way
 - Demonstrates unique and tangible value
 - A positive means for IEB and Chapter collaboration
- For the itSMF Community and ITSM industry:
 - Builds and supports committed industry leaders
 - Stronger and more successful itSMF Chapters
 - Better and more unified Global itSMF Community

Attendees of the 2008 CLC said it was...

“...the single most valuable event for the future of itSMF.”

“... a long overdue event which covered many critical areas necessary for the establishment and running of Chapters.”

“... the best itSMF Chapter event this year!”



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The **2009 itSMF Chapter Leadership Conference** will be bigger, better and more exciting than the first one! ***Here is vital information about this important event! Please read carefully as details and delegate responsibilities have changed from the 2008 event!***

Q1: What is the itSMF Chapter Leadership Conference (CLC)?

A1: The CLC will be an exciting, informative and inspiring **2 day event** providing information and training through focused presentations, workshops, panels and general sessions providing an unprecedented opportunity for networking, sharing ideas and creating lasting friendships. The itSMF CLC is unique: THE event for itSMF Leaders by itSMF Leaders.

Q2: Who holds the event?

A2: The CLC is being organized and hosted by the itSMF International for and on behalf of all itSMF Chapters. Although primarily organized within the “Chapter Services” portfolio, the entire itSMFI Board of Directors and a large number of itSMF Chapter leaders are involved with planning and organizing this event.

Q3: Why hold an itSMF Chapter Leadership Conference?

A3: Feedback from the first CLC clearly expressed this is a very important event for all itSMF Chapters by providing training, information, and an opportunity to network with your peers and learn from some of the most experienced, knowledgeable and respected itSMF Leaders. This unique event provides you as Chapters leaders with the opportunity to see how your peers are handling difficult issues, growing their chapters and ensuring their financial success as well as an opportunity to work closely with the International board in building the future of our organization.

Q4: Does the event include sessions on ITIL or ITSM best practice?

A4: No, this is not an “ITSM” or “ITIL” event. There will be sessions regarding industry and Qualification and Certification issues, but it is designed to share “best practices” related to establishing, building and growing strong, sustainable and dynamic itSMF Chapters.

Q5: Who should attend?

A5: The Chapter Principal, that is, the Chair, President or person recognized as the Chapter’s primary leader should definitely attend the CLC. *If only one person attends from a given Chapter, this individual must also be designated as the Chapter’s representative to the AGM held on Friday, October 30.*

Q6: Who else should attend?

A6: Beyond the Chapter Principal, other individuals who will find this event valuable include: Other Chapter Officers, such as the Vice-Chair/Vice-President, Treasurer or Secretary, the Chair/President Elect, Executive/Management Board members, Major Committee Chairs, Executive Chapter Staff (if your Chapter has paid staff)

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Q7: How much will it cost to attend the CLC?

A7: There is **no conference fee for the first attendee from a qualified itSMF Chapter** in good standing (see Q12). Additional attendees may attend for a subsidized fee of 750€ which includes the event, two nights accommodation, all meals and receptions.

Q8: Getting to the event could be expensive. Is any financial help available?

A8: In order to remove any obstacle to ensure as close to 100% Chapter participation in the CLC and AGM/Chapter meeting as possible, itSMF Chapters in good standing may request financial assistance in the form of a Chapter Grant to cover additional costs, including (coach/economy) airfare, ground transportation for ONE delegate. Financial issues should not be a barrier to your Chapter's participation in these vital events.

Q9: What are the criteria and details around this Chapter Grant?

A9: The Chapter Grant applicant must:

- ❖ Be a duly elected (or appointed) officer of a Qualified itSMF Chapter in good standing.
- ❖ Be prepared to fully participate in all CLC/AGM and Chapter meeting activities.
- ❖ Must be the designated Chapter Delegate/Representative to the AGM/Chapter Meeting.
- ❖ Use conference transportation and lodging when provided (hotel, meals, ground transport, etc.)
- ❖ Pay for air travel expenses up front and fill out and return required reimbursement forms in a timely manner (within 30 days of event).

In addition:

- ❖ A working use of English Language is strongly recommended. If translation services are required, the attendee must arrange it, as this will not be provided by conference.
- ❖ The reimbursement cap is £500 (~560€) for all non-provided travel (air/ground) expenses.
- ❖ This reimbursement cap may be exceeded with appropriate justification.

Q10: *Just to be clear: there is no charge to attend for a Chapter's leader, and this attendee may have his or her travel expenses reimbursed. Is there a catch?*

A10: *The only "catch" is that it will require time out of your schedule to travel to Barcelona and attend the events. If you are your Chapter's AGM and Chapter Meeting Delegate, you should be in Barcelona anyway! This is both an investment in your Chapter and in yourself. The foundation of the itSMF is people like you: Committed to making a difference in their Chapters, their companies and the industry.*

Q11: Are there any other restrictions on this Chapter Grant?

A11: The "Chapter Grant" is available to an itSMF Chapter in good standing for any one delegate they wish to send. It is strongly advised that it be used for the Chapter Principal, that is, the Chair, President or person designated as the primary Chapter leader. This person must also be designated as the AGM and Chapter Meeting delegate.

Q12: What are the criteria of a "Chapter in good standing"?

A12: Qualifications for a Chapter in good standing include the following:

1. All levies due to the itSMFI are paid and current



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2. A current signed Chapter Agreement is in place and a list of the current members of the Chapter's Management Board is registered with the itSMFI Company Secretary
3. Is in compliance within the terms and conditions of the Chapter Agreement
4. Has notified the itSMFI Company Secretary of any change of their current Management Board members and their designated International representative within 30 days of changes.

Q13: Who is involved with defining the CLC programme and agenda?

A13: The itSMF International board is working together with a core CLC2009 working group board, which is comprised of many Chapter Leaders from a wide range of itSMF Chapters. Using the input from the feedback from last year's event as well as a pre-conference survey, they are creating a programme which will be both relevant and practical for all Chapters.

Q14: Can I bring my spouse/partner and, if so, what costs might be associated?

A14: Yes! Due to multiple requests, we are making special arrangements to accommodate your spouse or partner. A variety of options will be available (at personal expense):

- Tuesday Night Reception for 25€+16% IVA = 29€
- Wednesday Night Offsite Dinner and Reception for 50€+16% IVA = 58x€
- Additional hotel charge for Tuesday and Wednesday night is 50€+16% IVA= 58€ (to cover additional meals)

In addition, some activities may be available during the days of the CLC and AGM meetings for spouses/partners to attend (at additional cost). *Please note that no activities will be available to accommodate children and must be arranged independently.*

Q15: Will rooms be available at the host hotel if I come earlier or stay longer?

A15: Yes! You may book additional nights (at personal expense) for a special discounted rate at Barceló Sants Hotel. The following nights can each be booked separately for 145€ (125€+16% IVA, and includes breakfast): Saturday (24 Oct), Sunday (25 Oct), Monday (26 Oct), Friday (30 Oct), Saturday (31 Oct), and Sunday (1 Nov).

Q16: How do I register for the event?

A16: A registration site for both the CLC and AGM/Chapter meeting and all extras has been set up at: www.itsmf.es/clc2009.html

Q17: Last year, that itSMFI was forced to pay for some personal expenses and hotel cancellations. What is being done to prevent that from happening again?

A17: The registration site will require credit card information for all registrants. All personal expenses will be charged to this credit card as well as any expenses incurred by the itSMFI for anyone who cancels attendance within 10 days of the event.

Q18: Are sponsorships available this year if vendors want to sponsor the CLC?



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A18: Yes. In order to help defray some of the cost of the event, a number of event sponsorships will be made available. A prospectus containing sponsorship details has been mailed to Chapter leaders and can also be obtained at the itSMFI Website (at www.itsmfi.org/CLC09Sponsorship) or by requesting a copy by emailing CLC09Sponsor@itsmfi.org. Enquiries regarding sponsorship may also be sent to this email.

Q19: How can I learn more or what if I have any more questions?

A19: Some information has already been communicated on the progress of the itSMF CLC and more will come as it is available on the itSMFI.org website. Other questions can be sent to the itSMFI Chapter Services Director, Ken Wendle, at ken.wendle@itsmfi.org.

Note: Information contained within this document is subject to change without notice.