

New Chapter Support Process

This defines the requirements for an emerging chapter to move through the stages to become a new chapter and beyond, and the support which the itSMF International office is to provide.

Phase 0 – Initial Interest

Anyone interested in starting a chapter should contact itSMF International Office. The office will log the interest and contact details, and will provide the following documents for information:

- 'itSMF Rules (Philosophy & Operating Principles)'
- 'Skeleton Chapter Business Plan'
- This document 'New Chapter Support Process'

The office should also direct them to the website (www.itsmfi.org) and information about other chapters and emerging chapters in the same geographic area (who may be willing to assist in the role of 'Mentor') and global members (who may have presence in the geographic area and may want to be involved). The office will put them in contact with any other parties making enquiries about starting a chapter in the area.

Phase 1 – Embryonic Chapter

The embryonic chapter forms a steering committee and starts to plan for creation of the Chapter. The embryonic chapter may use a mentor chapter, and may have a place for a member of this mentor chapter on its steering committee.

In order to move to the next stage, the embryonic chapter needs to provide the following to the itSMF International office:

- Names, contact details and organisations of the members of the steering committee.
- List of organisations that are interested in joining the chapter.
- Outline plan of the proposed next steps to end of Phase 2 with timescales.

The office will review the documents against the following requirements:

- Steering Group has a chairman or president, and vice-chair / deputy and at least a further 3 members.
- The list of organisation contains at least 10 organisations (an exception may be made in the case of very small countries / areas where there should be a minimum of 5 organisations).
- The organisations include user and academic organisations as well as vendor organisations.
- The outline plan identifies the steps which will be progressed in phase 2 in order to achieve the following:
 - Establishing the legal entity
 - Defining membership categories, fees and benefits
 - Planning marketing / promotion of the chapter
 - Planning for events including a launch event
 - Planning the website
 - Financial planning
- The outline plan shows that clear thought has been given to allocating tasks relating to establishing the chapter, and the timescale appears realistic.

itSMF International

The IT Service Management Forum

The International Office will normally respond within 1 week, and will give approval to proceed to the next stage if the requirements are met. If not met, the office will provide additional guidance regarding the completion of the requirements.

In order to assist with phase 2, the office will provide the following additional documentation:

- An example business plan
- An example legal entity 'Memorandum of Association' and 'Articles of Association' or similar
- Any further relevant itSMF international documentation

Phase 2 – Emerging Chapter

The Steering Group will continue to gain support from organisations, and will develop a 3 years business plan and an appropriate legal entity.

The Emerging Chapter will provide the office with regular reports of progress (at least quarterly) which the office will report to the international board.

When ready, the Emerging Chapter will formally apply for a review, and will provide the international office with the following documents & information:

- 3 Year business plan with attached budget / P&L
- Legal Entity Documentation
- Updated List of Member Organisations
- Proposed Chapter Board names, roles and contact details

Chapter documents submitted to the office need to be written in English. If the chapter has a problem with this, the International Office may be able to help.

The office will review the documents against the following requirements:

- Chapter Board should contain a chairman or president, a vice-chair or deputy and at least 4 additional members, with roles covering the main areas as required by the business plan.
- The list of organisations has grown during phase 2 and still shows a balance between user and vendor organisations.
- The business plan illustrates clearly how the chapter formation will proceed and how the chapter will operate through its first 3 years.
- The business plan identifies how the chapter will fund its activities.
- There are plans to hold at least one event during the first year.
- The legal entity has been established based on the legal system within the local country / area and is:
 - Independent (i.e. it must not be a subsidiary of another organisation)
 - Owned by the members (i.e. there must be no shareholders with a commercial stake in the business)
 - Operated on a 'not for profit' basis (i.e. any surplus generated from activities is for funding the development of services for the members' benefit).
- The legal entity documentation should cover the establishment and operation of the chapter, and if it does not cover these points, then there need to be by-laws defined to cover these and such a document should be included.
- If a mentor chapter has been used, then the office will also discuss progress with the contact from that chapter, to ensure that things are going to plan.

itSMF International

The IT Service Management Forum

The International Office will normally respond within 4 weeks, and will either respond with a recommendation of approval to be taken to the International Board, or with guidance as to further work and/or information required.

The International Office will prepare a recommendation for the International Board, which will be presented at the next International Board meeting. These meetings normally take place on a monthly basis. The International Board will either give formal approval or will ask for further work or information.

Phase 3 – New Chapter

Once formal approval is given, the International Office will arrange for a Chapter Charter to be drawn up and signed by both parties (the new Chapter and the International Board). The Charter will identify the obligations on each party which have to be met. The International Office will also at this time recommend that itSMF UK (the founding chapter) grants a license to the new chapter to use the itSMF trademark.

The obligations on the New Chapter will be:

- Paying fees on time
- Providing the office with timely annual returns which identify membership numbers and income
- Providing the office each year with the business plan and budget
- Providing the office with names and contact details of all officers of the chapter as soon as they change
- Providing the office with dates of all events, in advance, including the AGM and chapter board meetings
- Holding at least one event per year
- Providing the office with any proposed changes to the legal entity documents in order that the International Board may approve them
- Allowing the office to place information pertaining to the chapter and its officers on the international website
- Having and maintaining up to date a chapter website
- Providing an annual report to the Full Annual Chapter meeting, as specified from time to time by the International Board
- Notifying the office immediately of any problems or foreseen problems which might lead to failure to meet these obligations
- Replying to monthly or quarterly requests for information from the office

The new chapter will continue to be considered 'new' for at least 2 years, until it has shown good progress against its 3 year business plan and has run at least 2 successful events. To be a mature chapter, there will need to be clear working governance in place. During the time the chapter is 'new', it may still use the services of a mentor chapter.

Phase 4 – Mature Chapter

Once the chapter is deemed to be mature, it may itself be a mentor to an embryonic, emerging or new chapter. In all other respects the obligations shown above still need to be carried out. There needs to be clear evidence of progress and growth and a buoyant membership. As the chapter matures, so its governance and process need to become embedded in the organisation, in order that it may continue to grow.

Mature chapters may employ their own administrative staff, however this is not a condition of being considered a mature chapter.

itSMF International

The IT Service Management Forum

Demotion of Chapter

If any chapter fails to meet its obligations, then the office will progress chase and try to help where appropriate. In circumstances where the chapter is consistently failing to meet obligations then itSMF International reserves the right to remove the chapter charter, and to recommend to itSMF UK to terminate the trademark license.