

Open (Physical) Chapter Meeting

Date:	11 th September 2008
Time:	09:00 – 16:30 Local time – (Telephone call in details attached for information for those calling in)
Location:	Intercontinental Hotel 888 Howard Street San Francisco Stockton Room, 5th Floor Hotel Phone Number: 001 415 6166500
IEB Attendees:	Chair: Sharon Taylor
	Standing Attendees: Robert Stroud - Treasurer, Audit and Standards; Peter Brooks - Marketing & Business Development; Ken Wendle Chapter and Member Services; Alex Kist – Vice Chair, IP and Branding Paul Martini – Publications and best Practice Colin Rudd – Professional Qualifications and Certification
	Company Secretary Keith Aldis
	Confirmed Chapter Attendees Maggie Kneller – United Kingdom Ben Clacy – United Kingdom (observer) Cheryl Tovizi - New Zealand Hiroshi Nishino – Japan David Cannon - USA By Telephone Conference Alexander Saprnov – Russia Jorgen Andersson – Sweden Milan Zivkovic – Serbia Sabina Gallant – Israel John Windebank – UK
	Apologies
	Minutes: Keith Aldis

Open (Physical) Chapter Meeting – San Francisco, September 2008**AGENDA**

Item No.	Item	Lead By	Duration
1	Chair Welcome and opening remarks	ST	09:00 – 09:10
2	Introductions	ALL	09:10 – 09:20
3	Treasurer’s Report	RS	09:20 – 09:30
4	Chapter Updates – Brief Update by Chapter Delegate Overview of Chapter profile Initiatives Issues	Chapter Delegates (7 minutes per delegate)	09:30 – 10:30
	BREAK		10:30 – 10.45
5	Director Portfolio Reports		
	- Governance, Policy & Accountability	ST	10.45 – 11.00
	- Audit & Standards	RS	11:00 – 11:15
	- Marketing & business development	PB	11:15 – 11:30
	- IP & Branding	KAF	11:30 – 11:45
	- Chapter & Member Services	KW	11:45 - 12:00
	- Publishing & Best Practice	PM	12:00 – 12:15
	- Professional Qualifications	CR	12.15 – 12.30
	LUNCH	ALL	12:30 – 13:15
6	Chapter Leadership Conference Update & Discussion	KW	13:15 – 13:30
7	Chapter Agreements & Discussion	KW/KA	13:30 – 14:00
8	Global Membership – chapter support	KW/KA	14:00 – 14:30
9	Member feedback – Research Surveys	PB	14:30 – 15:00
	COFFEE BREAK		15:00 – 15:15
10	Collaboration on improving itSMF – Rule enhancements Chapter profile data Chapter assistance and compliance Member Benefits Additional opportunities	ST	15:00 – 16:00
12	AOB	ALL	16:00 – 16:15
13	Summary, follow up and next steps	ST	16:15 – 16:30
	Formal Meeting Adjourns		16:30

Meeting Zone International Dialing Codes

When prompted, enter Participant access code: 597241#

See below Country access Codes

Access Rate	City	Number
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Austria Local	Vienna (Wien)	004326822056551
Bahrain Freephone		80004276
Belgium Freephone		080050980
Belgium Local	Brussel/Bruxelles "Brussels"	003227898602
Canada Freephone		18662206419
Chile Freephone		12300206185
China Netcom Freephone		108007140893
China Telecom Freephone		108001400868
Cyprus Freephone		8009 5224
Cyprus Freephone		80095173
Czech Republic Freephone		800142190
Denmark Freephone		80886765
Denmark Freephone		80887169
Denmark Local	Copenhagen	004532714572
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France Freephone		0800945186
France Local	Paris	0033170994741
France Local	Nantes	0033272242053
France Local	Lille	0033359814057
France Local	Lyon	0033426840236
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Germany Local	Cologne (Köln)	004922165010613
Germany Local	Berlin	004930726167306
Germany Local	Hamburg	004940809020659
Germany Local	Hanover	004951193612560
Germany Local	Frankfurt am Main (west)	004969710445599
Germany Local	Stuttgart	0049711490813226
Germany Local	Munich	004989244432858
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Hong Kong Freephone		800908003
Hungary Freephone		0680017874
Iceland Freephone		8008478
India Freephone		0008001006300
Indonesia Freephone		00180304411213
Ireland Freephone		1800943591
Ireland Local	Dublin	0035314360958
Israel Freephone		1809214950
Italy Freephone		800124795
Italy Local	Torino	003901121792119
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Italy Local	Rome	00390645217000
Japan Freephone		00531121762
Korea, South Freephone		00798148006885
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New York Local		16462132770
New Zealand Freephone		0800449442
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Poland Freephone		008001211964
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Russia (Moscow only) Freephone		81080024811012
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South Africa Freephone		0800996134
Spain Freephone		900801394
Spain Local	Madrid	0034917889855
Spain Local	Barcelona	0034934923195
Spain Local	Barcelona	0034934923197
Sweden Freephone		0200285685
Sweden Local	Stockholm	0046850520423
Switzerland Freephone		0800000860
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