

Executive Board Update

Dear itSMF Chapters,

Last month I communicated with all of you about the work the new Executive Board of itSMFI was undertaking. Since then, the Directors have held bi-weekly meetings and we are making very good progress on the initiatives outlined in my last report.

I plan to make this report a regular one so that you remained informed about all activities taking place and how the Executive Board is managing itSMFI on your behalf.

itSMFI Discussion Forum

The forum (www.itsmfi-forum.org) was launched in late December and continues to grow in popularity with new members signing up daily and taking part in discussing a wide variety of topics. It has proven to be a valuable networking forum for itSMF members around the world.

Executive Board Portfolios

One of our first activities was to review the existing portfolio structure which delegates focal points and accountability to the Executive team. The review concluded in January and some adjustments to the portfolio structure were agreed by the Executive Board. The new structure allows us to align existing and emerging areas of interest to the itSMFI and to recognize the need to manage existing and emerging business partnerships that strengthen the role of itSMF in the industry. Once the new structure was agreed, Directors were assigned to each area.

Portfolio assignments are intended to bring structure and a focal point to the management of key areas of responsibility within the itSMFI organization. Portfolio holders are responsible for developing strategic and operational plans and budgets for each portfolio and lead the execution of the mandate and deliverables within their portfolio.

We are measured as a team for the success of delivering our mandate, not as individuals, and are as strong or as weak as links in a chain. The isolation of any one area weakens the strength of the team. It is critical to the harmony, synergy and success of the itSMFI, that no one Director assumes sole or isolated responsibility for a portfolio, but serves as it's focal and accountability point.

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ALL Directors of the itSMFI are accountable and expected to contribute to each area as requested by the Chair and portfolio lead. Each Executive Board member must respect the Director accountable for their portfolio as the lead and focal point of contact to the Chapter, their members, key stakeholders, partners and the general public.

PORTFOLIO	DIRECTOR ASSIGNED
Governance, Policy & Accountability	Sharon Taylor
Company Secretary	Keith Aldis
Audit, Compliance & Standards	Robert Stroud
Publishing & Best Practice Development	Paul Martini
Intellectual Property & Brand Management	Alexander Kist
Marketing & Business Development	Peter Brooks
Chapter & Member Services	Ken Wendle
Professional Certifications & Qualifications	Colin Rudd

Communications will reside as a responsibility for all Directors.

The Chair will be accountable for communication coordination to all Chapters, members and the public at large.

While a degree of autonomy in the managing of portfolios is required for carrying out the portfolio mandate, no single Director will take a decision which binds the organization without gaining the agreement, through the formal decision process of motion, vote or consensual ratification.

Working committees may be required to execute the mandate within a portfolio and the Director responsible will play a leadership role and be ultimately accountable for its working operation, and budgetary needs. It will be the responsibility of the Director responsible, to report to the full Executive committee on the activities and progress of any working committee within their portfolio.

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You can expect during the coming months to be actively engaging with the Board as they carry out their portfolio mandates.

A full description of each portfolio can be found on the [itSMFI web site](#).

The roles of Treasurer and Vice Chair will be assigned at the next meeting of the Board on February 11, 2008.

Physical Meetings of Executive and Full Board

The Executive Board will hold its first physical meeting in Reading UK on April 3 & 4 and are looking at meeting venues and opportunities to hold more frequent full Board meetings. A number of options are being discussed which include using virtual meeting facilities to allow the Executive Board to host full Board discussions on a frequent, regular basis, and formal physical meetings with all Chapters.

We will be contacting Chapters to seek your views on how you wished to be engaged with your Executive Board.

ITSM Library

A flurry of activity continues with the ITSM library. Our IPESC committee is tasked with developing an editorial process and accountability structure for managing the ITSM library, under the direction of the Publishing and Best Practice Director.

itSMFI is working with its ITSM Library publisher, Van Haren Publications, to structure the future list of titles and agree the future strategy for value packed, diverse range of ITSM topics that will become a valued asset for all itSMF members.

So far your Executive team has met its deliverable objectives for January and on track for February.

Completed deliverable January 2008

- ✓ Review of all current documentation, contracts, procedures, etc.
- ✓ Review the current portfolio structure and it alignment to execution of the 2008/09 itSMF International business plan agreed at the 2007 AGM
- ✓ Assign Board Directors to service portfolios
- ✓ Produce operational plans and budget requirements for each portfolio aligned to the business plan – in progress

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- ✓ Review, revise and plan the publishing strategy of the ITSM library. – in progress
- ✓ Interim progress report to all Chapters

Upcoming deliverables - February 2008

1. Approve plans, assign budgets and establish chapter report back
2. Plan and schedule Executive and Full Board physical meetings
3. Produce a communication and stakeholder engagement strategy
4. Recruit resource(s) for management and growth of the ITSM Library
5. Report back on progress and feedback from Full Board.

As always, we encourage you to contact us with your thoughts, ideas and views on our progress. I look forward to hearing from you.

Sincerely

Sharon Taylor

Chair, itSMF International Executive Board