

# *itSMF* International

## *The IT Service Management Forum*

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### **Executive Board Update**

Dear itSMF Chapters,

Since my last communication to Chapters, a lot has been happening on the IEB. In early April, the IEB held a two day meeting to solidify the deliverables for each Director Service Portfolio and to confirm our common understanding of the purpose, objectives and role the itSMFI plays in the industry. Without question, the primary purpose for our existence is to serve Chapter interests and to lead global initiatives that all Chapters and their members derive benefit from.

From among our diverse Chapter network there are many examples of leadership, innovation and services that can benefit us all. Part of the job of the IEB is to promote awareness, support and help internationalize many of these Chapter innovations.

This year will bring new innovations and a renewed commitment from your Executive Board and to that end; a number of these are already planned for 2008.

### **itSMFI Virtual Meetings**

The IEB has acquired a virtual meeting facility to improve the productivity of meeting collaboration and outcomes. The Board meets bi-weekly and the virtual facility allows us to collaborate on a greater interactive level. In addition, the IEB wants to ensure that Chapters have interactive and frequent access to their Executive Board and plan to use the virtual meeting facility to achieve this goal, while keeping costly travel to a minimum.

The IEB will host its first Virtual Chapter meeting on June 16, 2008 from 12:00 – 14:00 GMT. Every Chapter international rep is invited to attend this meeting and hear each Director speak about their Service Portfolio and the work that is underway.

Anyone who wishes to attend must RSVP by email to: [events@itsmfi.org](mailto:events@itsmfi.org) no later than June 14<sup>th</sup>. Each registered attendee will be provided with audio dial and virtual room access codes.

# *itSMF* International

## *The IT Service Management Forum*

---

### **itSMFI Physical Meeting Schedule**

At the itSMFI Annual General meeting in November 2007, many Chapters expressed an interest in having more full Board meetings. The IEB has schedule three International Board meetings which will be hosted in three geographic regions in 2008. Each of these meetings is being held alongside a Chapter conference, so this gives chapters an opportunity to attend a fellow Chapter event, exchange knowledge and ideas and also attend an International Chapter delegate meeting.

The 2008 meeting schedule is as follows:

Tokyo, Japan – July 30

San Francisco, USA – September 11

Birmingham, UK – November 14

Details and instructions on registering to attend can be found on the itSMFI web site:

<http://www.itsmfi.org/content/itsmf-international-chapter-meetings>

These meetings are open to the designated International Board representative from all chapters in good standing. The addition of two extra meetings at regionalized locations are intended to provide chapters a cost effective means to attend an International Board meeting and network with your fellow Chapters in geographic proximity. I look forward to seeing you at one or more of these meetings.

### **Chapter Leadership Conference**

Last week, I announced this new initiative for the itSMFI. The Chapter Leadership Conference (CLC) is the first of its kind for itSMF and demonstrates a key role for the IEB – to provide a platform for emerging, growing and established Chapters to share knowledge and learn from one another.

The CLC is the event which will launch a broader resource initiative to provide ongoing inter-Chapter collaboration. The Chapter Best Practices forum will be a resource centre for all Chapter executives to contribute to and to benefit from.

Further details and registration information is available on the itSMFI website:

<http://www.itsmfi.org/content/itsmf-chapter-leadership-conference-announced>

# *itSMF* International

## *The IT Service Management Forum*

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### **Financial Update:**

#### Audited Financial Report

The changeover to the new Board of Directors in January was accompanied by an independent audit for the financial accounts of the itSMFI. The report will be made available to all Chapters directly by the itSMFI Treasurer. In brief, the audit validated the financial status and accounts for the itSMFI fiscal year ending March 2008. A number of recommendations were made for improvements to policy and governance of financial accounts, which have been addressed and implemented by the IEB.

The itSMFI is in a healthy financial position, and continues to comply to, and enact fiscally responsible policies to manage its balance sheet and ensure the future health of the organization.

The commitment to open, transparent and responsible governance by the IEB has helped secure its financial stability. To ensure stability the IEB has begun to accrue the equivalent of a year's worth of operating revenue in a contingency fund.

All budgets have been allocated, approved and are being monitored closely to ensure the itSMFI operates within its fiscal means.

### **Executive Board Portfolios Updates**

#### **Governance, Policy & Accountability**

At the April meeting of the IEB, a workshop for organizational governance was attended by all Directors. The workshop and follow on discussion helped to formulate improvements to the governance of the itSMFI, the policies and procedures to manage its activities and a renewed focus on the IEB's mission to support Chapters and be better aligned to the Articles and direction of the itSMFI organization. The outcomes of this will mean new policies will be enacted for the IEB, and rule changes that will be tabled with the full Board this year.

#### **Audit, Compliance and Standards**

The continued growth and prosperity of itSMF rests on a foundation of responsible chapter management. The failure of any Chapter to provide value to members, to be fiscally responsible and to continually grow and improve, affects all of the itSMF. The itSMF organization has grown from a few chapters, to a global movement. This sustained momentum must be supported with sound governance

# *itSMF* International

## *The IT Service Management Forum*

---

and management practices. Policies and practices will be introduced this year to help ensure that all chapters agree to operate using common set of obligations and rules.

Any new Chapter that is chartered must now enter into a formal Chapter agreement that outlines the expectation, requirements and compliance with financial standing, before they will be approved. Over 2008, the itSMFI hopes to have the Chapter agreement in place with all existing Chapters as well.

The emergence of the Chapter Agreement is evidence of the maturing of the itSMF organization and the recognition that formalization of standards of practice is needed to support us going forward.

ISO/IEC Plenary Meeting:

In May 2008, the ISO's JTC SC7 committee holds its plenary meeting in Berlin. The itSMFI holds liaison status with the SC7 and will attend this session to provide itSMF input to the development and maturing of ISO Standards related to Service Management. Following the conclusion of the plenary session, the IEB Director responsible will file a report to the full Board.

### **Publishing & Best Practice Management**

This Service Portfolio continues to be one of the most active and eventful for the itSMFI. A series of contractual supplier arrangement are in place and being negotiated to manage the vast portfolio of best practice publications. The ITSM library portfolio undergoes continual review to ensure that publication standards, content and relevance to the itSMF membership is maintained. The itSMF International Publications Executive Sub-committee is central in the role of shaping and managing the publications portfolio. The IPESC holds its next full committee meeting in Paris in early June.

Publication translations continue full steam ahead with new translations being published on a regular basis. More information on Publications can be found on the itSMFI website at:

<http://www.itsmfi.org/content/publications>

### **Intellectual Property & Brand Management**

Work in this Service portfolio continues with improvements to the itSMFI web presence and industry use of the itSMF Brand. Recently, a number of instances of brand misuse have been successfully dealt with thereby preserving the integrity and appropriate use of the itSMF brand for our community.

# *itSMF* International

## *The IT Service Management Forum*

---

### **Marketing & Business Development**

This portfolio has been active in discussion for a number of new business opportunities for the itSMF. Work continues on the ITSM journal terms of reference development, brand marketing and communication strategy for the IEB.

Beginning next month, a monthly update on IEB news, initiatives, development and Service Portfolio deliverable will be issued to all Chapters.

### **Chapter & Member Services**

This portfolio is initiating a number of improvements. The development of a faculty of leadership for the Chapter resource centre is underway along with the construction of a chapter profile system to help organize and manage information on Chapters, Boards of Management, demographics and statistical information. This portfolio is also responsible for the initiation of the Chapter Agreement and the approval of new Chapters. So far this year a number of new Chapters have been approved for Charter and more who have registered interest in forming. Information on new and emerging Chapters can be found on the itSMFI website at:

<http://www.itsmfi.org/content/chapters>

### **Professional Certifications and Qualifications**

This portfolio is supported by a working sub-committee – International Certification and Qualifications committee (IQaC). IQaC recently elected its chair, Ms Rosemary Gurney, a long time member of the itSMF UK. Welcome to the itSMFI Rosemary!

Among the activities since my last report is the formalization of the agreement with APMG for the support of the ITIL Qualifications, involvement in the itSMF UK ISO 20000 certs & quals scheme, and the participation as a member of the ITIL Qualifications Board

# *itSMF* International

*The IT Service Management Forum*

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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

A handwritten signature in black ink, appearing to read "S. Taylor". The signature is fluid and cursive, with the first letter "S" being particularly large and stylized.

Sharon Taylor

Chair, itSMF International Executive Board