

The By-Laws of ITSMF UK

Introduction

These By-Laws relate to the Articles of Association of ITSMF UK, which are published on the ITSMF UK website (www.itsmf.co.uk) under About Us> Who We Are> Our Governance.

These By-Laws cover the principles by which the Articles are interpreted and give specific guidance on how ITSMF UK is organised to fulfil its Objects within the terms of the Articles.

These By-Laws cover the following :

- 1. Terminology
- 2. Representation/Elections
- 3. Accountability to the wider membership
- 4. Communications to membership
- 5. Relationship with International
- 6. How By-Laws and Articles are governed
- 7. Operating principles for groups
- 8. How ITSMF UK Organises itself

Each By-Law is organised as follows

- A reference to relevant Articles. This is provided to give contextual information.
- An explanation of what need the By-Law addresses and why it is seen as mattering. This is provided to give contextual information.
- The actual content of the By-Law.
- Related procedures: this is provided for information. Information on some procedures listed can be found on the ITSMF UK website, and further information can be sought from the ITSMF UK Office.
- Potential article relating to the By-Law highlights. This is provided for information, and as a recommendation to the Board for the next Articles review (see By-Law 6.)

PLEASE SUBMIT ALL SUGGESTED CHANGES FOR THE 2016 REVIEW CYCLE

BY 1st SEPT 2016 to sarah.nieto@itsmf.co.uk

ITSMF UK By-Laws – Final v 2.0, June 2016

Service Management Association Ltd (trading as ITSMF UK), East Suite, 2nd Floor, Premier Gate, 21 Easthampstead Road, Bracknell, Berkshire, RG12 1JS, UK. Company Registration Number: 2661244, England & Wales.

1. Terminology

Which Articles are relevant to this By-Law?

1, 15, 57

What is the purpose of this introduction?

To provide clarify terms that will be used.

Why does this matter?

Some terms adopted in these By-Laws are not explicit in the Articles, though they may be inferred from them. It is obvious in the Articles (1,15) whether the Subscriber Member is the organisation, the person who pays the bill and gets the vote, or the individuals registered ... or all three.

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The Articles define Company Members and Subscriber Members, and the registers of these. Additional, derived, terms used in these By-Laws are :

Subscriber Organisation - a Subscriber Member organisation

Subscriber Account Holder - the person within the Subscriber Organisation accountable for the annual subscription being paid.

Registered Member - any individual who is on the register of Subscriber Members (which includes both the Subscriber Account Holder and any other people within the organisation registered within the terms of the organisation's membership)

Membership is subject to accounts being in order.

Procedures which would be required to support this By-Law

How to become a subscriber organisation

How to change registered members for a subscriber organisation

[terms and conditions around membership are addressed as part of subscribing]

Does this By-Law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well) ?

Possible incorporation of the terms defined in this By-Law into Article 1.

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Articles 34.1.4 and 39.1 use different terms for the same role (Vice Chair/Deputy Chair)

2. Representation/elections

Which Articles are relevant to this By-Law?

14.1, 34, 39

What is the purpose of this By-Law?

Determining the classes of subscriber member
Determining how they are represented by elected members
Determining the sequence of events in forming a new Board at the end of a two year cycle

Why does this matter?

As ITSMF UK is a membership organisation, accountability to the wider membership is critical. This By-Law addresses how members are represented.

As part of this, points of Company Member/Officer continuity which are not explicit in the Articles are clarified.

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There are three main classes of subscriber membership

- Individual - with one registered member for the subscriber membership
- Enterprise - with a limited number of registered members allowed within the subscriber organisation
- Corporate - with an unlimited number of registered members allowed within the subscriber organisation

Every ITSMF UK registered member belongs to one of these

Membership classes are represented on the board by elected Company Members as follows :

- One Company Member represents both Individual and Enterprise Subscriber Members and is elected by the Subscriber Account Holders of the Subscriber Organisations in this membership category.

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- One Company Member represents Corporate Subscriber Members and is elected by the Subscriber Account Holders of the Subscriber Organisations in this membership category.

The membership offering to each of these categories is described on the ITSMF UK website.

In addition to this, all ITSMF UK Registered Members have the opportunity to be involved with ITSMF UK's volunteer groups (Regionals and Special Interest Groups), and one Company Member is elected to represent these. This person is elected by the Subscriber Account Holders from the Subscriber Organisations in all the 3 membership categories.

Elected Company Member terms of office align with the choice of appointed Company Members and officer roles as follows :

The sequence detailed below is to be concluded within two years of the first board meeting of a newly constituted board. Resignation letters are not required - an active choice is made by the Board over each member/officer who may wish to continue.

- The timetable for this cycle is set
- An (Annual) General Meeting for the Board is called. At this meeting
 - The outgoing board considers whether, subject to the Articles, it wishes to make a recommendation to the new board as to who should be the Officers (Chair, Deputy Chair and Treasurer).
 - The outgoing board considers whether, subject to the Articles, it wishes to reappoint any of the current appointed and co-opted Company Members. In addition it can make recommendations for appointed/co-opted members.
- The three elected Company Members are chosen
- The three elected Company Members, the CEO and any of the officers/appointed who were confirmed by the outgoing Board as continuing verify, at their first meeting, who will be the new officers.
 - This first meeting is the point where formally the outgoing Board is replaced by the incoming Board, with the new Board's two year tenure starting from the date of this meeting

If an elected position or officer role becomes vacant during a two year cycle, any replacement election/appointment should be for the remainder of the two year cycle.

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These elections are the only point where voting by members other than Company Members happens. See Accountability By-Law.

Procedures which would be required to support this By-Law

Election procedure

Membership categories and joining procedures (e.g. clarifying their election responsibilities with account holders)

How volunteer groups are organised is described in a separate By-Law.

The groups and the people responsible for running them are found on the ITSMF UK website.

Does this By-Law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well) ?

The maximum number of members that can be elected is three. Increasing this would give the opportunity for a subsequent change to the By-Laws to have more elected members (without creating an obligation to do so).

In this context it is worth noting that currently two membership categories (Individual & Enterprise) are represented by one elected board member, and increasing the potential number of elected members would enable both to elect their own representative on the Board.

Article 34.2 limits the period of continuous service for an appointed or elected Director, but does not do so for a co-optee. It is suggested that this should also be limited. As co-optees are co-opted for a specific purpose it is suggested that this is less than the 8 years that applies for appointed/elected Directors.

3. Accountability to wider membership

Which Articles are relevant to this By-Law?

1, 3, 14, 19.2 [should actually be 20.2]

What is the purpose of this By-Law?

The Articles limit Subscriber Members' rights to attendance/speaking at the Company's 'annual forum' meeting and electing Directors. This does not explain

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how accountability to both Subscriber Organisations and Registered Members will be delivered.

Why does this matter?

ITSMF UK is a membership organisation and accountability to the membership is key to being able to fulfil its Objects.

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Communications:

The Board will communicate with the membership as set out in the Communications By-Law.

Annual Forum:

The forum for Subscriber Members is

- to be held nearer to every six months than the 12 month commitment of the Articles, and as such may be referred to as a Member Forum or Additional Member Forum instead of an Annual Forum.
- to use technology to enable those not able to travel to a physical location to attend
- to cover updates in the following areas :
 - Key decisions taken since the last forum meeting
 - Activity to meet the Objects since the last forum meeting
 - Current financial position
 - Plans for next few months
- to be open to Registered Members, who will be notified through standard communication channels (from the Office)
- to give Registered Members the opportunity to ask the Board questions and receive a response from the Board

Escalation Routes

The first point of contact for queries is through the Office. The Office should be contacted prior to using escalation channels

If the Office are not able to address the matter, they can refer it to the Board. If, however, a registered member needs to escalate something, then this can be done through the elected Company Member who represents them, through the CEO or through the Chair.

Escalation to a Board/General Meeting:

If 10% of the Subscriber Account holders for a membership category requests

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through their elected representative that the Board consider a specific issue, that Company Member will ensure that the Board do consider it at a Board meeting. This Board meeting is to be within a month of the request being received, whether already arranged or especially convened. The Board will then respond to the wider membership as indicated in the Communications By-Law. Note that this mandates the Board to consider and respond to an issue but does not confer the right to attend the Board/General Meeting to anyone other than Company Members.

Escalation to an Additional Forum Meeting:

If 20% of the Subscriber Account Holders for a membership category requests through their elected representative that the Board addresses a specific issue with the wider membership, that Company Member will mandate the CEO to summon an Additional Forum meeting. This meeting will take place within six weeks of the request and the wider membership will have the right to attend that meeting. The format of the meeting will be as for the Annual Forum, but with the specific agenda item being the issue raised.

General points on accountability

- An elected board member is specifically accountable to the membership category that elected them. As such, they should represent that category's perspective within the Board, and form a point of escalation for Registered Members and Subscriber Account Holders within that category.
- All Board members, whether elected or appointed, have a general accountability to the wider membership (Subscriber Organisations and Registered Members), and a responsibility to listen to and take account of the concerns and views of the membership.
- The Board has a responsibility, when choosing who to appoint as non-elected Company Members, to ensure that there is good coverage across the Board of the main types of organisation within ITSMF UK, as outlined in the ITSMF UK Strategy.

While there is a general accountability to all Registered Members, accountability is formally managed through the Subscriber Account Holders.

Procedures which would be required to support this By-Law

Calling a Forum Meeting
Calling a General Meeting

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Does this By-Law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well) ?

20.2 is currently numbered 19.2

4. Communications to membership

Which Articles are relevant to this By-Law?

14

What is the purpose of this By-Law?

The Articles address how Company Members work together, but not how the Registered Members within Subscriber Organisations are communicated with.

Why does this matter?

ITSMF UK is a membership organisation and good communications with that membership are a key part of it being successful.

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Registered Members will be kept informed of developments that affect them

The ITSMF UK website is a key communication channel and holds key information on how to engage with ITSMF UK.

Registered Members may be informed by other communication channels (e.g. email) of things that are deemed of interest

ITSMF UK can enable member organisations to make a limited number of mailshot contacts to subscriber members

Following Board meetings, a membership communication will outline the key developments

The Board may decide to communicate information to Registered Members which the Articles indicate as being for Company Members as long as this does not contravene restrictions in the Articles. [e.g. Article 54, which describes how accounts are shared with Company Members does not prevent the Board from sharing them, or information contained within them, with Registered Members.

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However Article 15.2 does restrict the sharing of membership registers].

Where there is the case to opt in or out of a communication channel this is defined through the profile on a Registered Member's website account.

The ITSMF UK Office is the primary point of contact for queries about communications

Procedures which would be required to support this By-Law

Delivering mailshots (including limits that apply)
Issuing subscriber member communications

Does this by-law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well) ?

No.

5. Relationship with ITSMF International

Which Articles are relevant to this By-Law?

None, there is no mention of itSMF International in the Articles

What is the purpose of this By-Law

A statement of the relationship with ITSMF International in that ITSMF UK is a member body that is affiliated to ITSMF International

Why does this matter?

Though ITSMF UK is a UK based organisation, it is part of a (loose) global community made up of similar organisations in other countries.

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To affirm that ITSMF UK is affiliated to itSMF International

There is an International Chapter Agreement which defines how individual chapters, like ITSMF UK, participate in ITSMF International. ITSMF UK abides by this.

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Procedures which would be required to support this By-Law

Procedure for providing membership returns (reporting membership numbers) to International

Procedure for paying annual levy to International

Procedure for electing representatives onto International board positions including advising of international elections and providing details of candidates

Does this by-law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well) ?

No. ITSMF UK's existence and operation, while occurring within the scope of International, does not depend on International existing as an organisation, so creating a tie in the Articles is not seen as necessary.

6. By-Laws and Articles governance

Which Articles are relevant to this By-Law?

57, 59

What is the purpose of this By-Law?

To enable the Articles and By-Laws to stay relevant, be compliant with legal requirements, and utilise current good practice.

Why does this matter?

In addition to compliance obligations, an improvement cycle is good practice.

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The By-Laws and Articles are to be reviewed annually

The Articles review is to include a check with ITSMF UK's solicitors as to

1/ whether any legal changes mean that a change to the Articles is required

2/ whether any changes in not-for-profit good practice indicate that a change to the Articles would be advisable.

The By-Laws review would be internal by the Board or a Board committee

The cycle for reviewing would be visible to the subscriber membership, who

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would have the chance to make any suggestions for improvements. Any changes would be communicated to subscriber members.

The basic review process is

- Publication of the review schedule
- Legal check with solicitors for compliance requirements and changes to good practice for not-for-profit organisations
- Amendment of Articles and By-Laws in line with solicitors' guidance and Board review
- If substantial changes being proposed, legal check with solicitors on Draft (specifically for Articles. By-Laws should also be checked if relevant)
- Final approval by the Board at a General Meeting
- Adoption of any changes and communication to Registered Members

Note that if no Articles changes are required or made, the By-Laws can still be updated, and would still be reviewed to see if this is appropriate.

Procedures which would be required to support this By-Law

How to review and change the By-Laws
How to review and change the Articles

Does this by-law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well)?

The annual legal check could be made an obligation.

7. Operating principles for groups

Which Articles are relevant to this By-Law?

14, 15

What is the purpose of this By-Law?

The Articles define how formal bodies (the board and board committees) should work, but not less formal volunteer groups. These are a core part of ITSMF UK.

Why does this matter?

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The wider membership should understand how it can contribute, what controls are in place for such groups and what can be expected from them.

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There are two categories of volunteer group

Regional

Special Interest Group (SIG)

Each group will have a Chair, who is responsible for

1/ the running of the group and what it does/produces

2/ working with the elected Company Member who represents groups to coordinate with other groups and the Office

A Vice-Chair and Working Group are normally also in place to help with the running of the group.

The scope of a Regional Group is to organise and run meetings for the people in the region. These meetings are a benefit for Registered Members who can register to attend via the ITSMF UK website.

The scope of a SIG is to develop theory and practice in the designated area. This includes producing material, which is ITSMF UK Intellectual Property, to develop their area, and providing an opportunity for peers to collaborate and develop their own understanding and practice.

Chairs can be chosen by a number of methods. Once a group exists the Chair will validate with their working group/Board on an annual basis whether they will continue with the role.

Groups can determine how they run but should

- be open to membership input and new people getting involved
- be collaborative in how they work
- adhere to the Objects and direction from the Board
- collaborate with other groups as appropriate and in line with collaboration initiatives from the Board.
- keep appropriate records of activity and provide this to the Office

Chairs have responsibilities and are expected to sign a Non-Disclosure Agreement.

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Procedures which would be required to support this By-Law

Annual plan for Groups

Expectations for Chairs of Groups (including how to work with the Office)

How/When to set up a SIG

Does this by-law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well) ?

No.

8. How ITSMF UK organises itself

Which Articles are relevant to this By-Law?

1, 32, 44

What is the purpose of this By-Law?

Describing how ITSMF UK has chosen to organise itself and work.

Why does this matter?

It tells people the types of work ITSMF UK initiates and how they might be involved. It also indicates how limits apply to delegated authority.

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- In order to fulfil its Objects ITSMF UK chooses to employ staff based at an office in Bracknell. The Office is the primary point of contact for queries and looks after the administration and execution of ITSMF UK's business. The CEO is responsible for the Office and its work.
- An annual budget is set in agreement with the Board and costs are managed within this across all areas. Adjustments to this need Board approval.
- The Board sets the strategy and from this the work of the Office and other committees and groups is determined. Groups are expected to act within any constraints that have been set by the Board and report back to the Board as requested by the Board.
- The different ways that work happens include
 - Board actions - managed by Board and General meetings

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- Board committees - set up by the Board, as indicated in the Articles to progress specific initiatives
- ITSMF UK Groups - set up as indicated in the By-Laws for volunteer driven collaborative work
- Office initiatives, including running a programme of relevant events - set up in line with strategy under CEO direction.
- Company administration (mostly done by the Office)
- Most of these (in particular the Board, Board committees and ITSMF UK Groups) are done on a volunteer basis (apart from the Office people involved), but initiatives to produce specific deliverables can also offer appropriate remuneration (agreed in advance by the Office subject to a budget having been established).

- The Board generally holds 1 AGM, and 3 General Meetings in a calendar year on a quarterly basis, with around 8 additional Board Meetings, one in each of the months where there is no AGM or General Meeting.

Procedures which would be required to support this By-Law

All the procedures that are implied in being an employer
Procedures/Terms of Reference around specific bodies that are progressing work
Any relevant procedures for specific initiatives
Expenses policy and other finance policies
Annual budget cycle

Does this by-law highlight any potential improvement area for the Articles (and hence a possible subsequent By-Law amendment as well) ?

While Article 40 specifies how rounding affects the quorum for Board Meetings Article 21 does not do the same for General Meetings.

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Governance Log

This version of the By-Laws relates to the 15th July 2015 version of the Articles of Association

| Action | Who by | Date |
|---|----------------|-----------------------------------|
| Agreed that Richard Horton to lead on By-Laws creation | ITSMF UK Board | 22/12/15 |
| By-Laws Committee formed consisting of John Windebank, David Backham, and Karen Bruschi | Richard Horton | January 2016 |
| Meetings of By-Laws committee | Richard Horton | 14/1/16, 8/2/16, 25/2/16, 17/3/16 |
| Draft 1.1 presented to ITSMF UK Board | Richard Horton | 1/4/16 |
| Draft 1.2 circulated to ITSMF UK Board and By-Laws Committee for review | Richard Horton | 15/4/16 |
| Draft 1.3 circulated to By-Laws Committee and 3 ITSMF UK group chairs (Matt Hoey, Steve Morgan, Anna Leyland) for review. | Richard Horton | 22/4/16 |
| Draft 1.4 circulated to By-Laws Committee and 3 ITSMF UK group chairs (Matt Hoey, Steve Morgan, Anna Leyland) for review. | Richard Horton | 6/5/16 |
| Draft 1.5 circulated to By-Laws Committee for review | Richard Horton | 25/5/16 |
| Draft 1.5 submitted to Board for approval | Richard Horton | 27/5/16 |
| Final Version 2.0, as approved by Board on 3 rd June | Richard Horton | 16/6/16 |

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