

## LEADERSHIP UPDATE

Dear Colleagues;

In this update

### 1. Board Update

At the recent IEB meeting, Michael Imhoff was elected as Chair for the year commencing 1<sup>st</sup> April 2018 and will continue as Acting Chair until that time.

Phyllis Drucker was elected as Vice Chair for the 2017/18 year and will commence in that role immediately as part of her induction to the Board.

Barry Corless has been elected as Treasurer continuing in that role from last year.

Other Board members are: Ulf Myrberg, Tom Fossett, and Co-opted members Clive Keylard and Harry Powell. Bio details are available on the International Website for all Board members.

In reviewing the Board Composition, newly elected Chair Michael Imhoff has stated that the passion and experience of the Directors gives him great confidence that the forum will be well placed to meet the challenges to be faced over the forthcoming year and beyond.

### 2. Portfolio Allocations

At the same Board Meeting the following Portfolio allocations were agreed

#### **a. Member and Chapter Relations.**

Tom Fossett was elected to the position of Director Member and Chapter Relations to be assisted in this role by Directors Ulf Myrberg and Clive Keylard. The current Membership Survey (see later) is crucial to assist these Directors begin to interact with Chapters on issues and ideas. Chapters are requested to return their surveys if they have not already done so as soon as possible.

Chapter Leadership are encouraged to reach out to Tom, Ulf or Clive in respect of any issues that they are facing in their chapters for support.

#### **b. Communications and Media :** Michael Imhoff has again taken on Communications and Media to look after the ITSMF International Social media platforms and oversight Communication generally.

Check out our LinkedIn (<https://www.linkedin.com/groups/68677/profile> and <https://www.linkedin.com/groups/130745> ) , Twitter (@itSMF) and Facebook (<http://www.facebook.com/itsmf> ) Accounts and those of other ITSMF chapters and keep our International Website ([www.itsmfi.org](http://www.itsmfi.org)) on your Favourites list.

And Robert Falkowitzs excellent Service Management Events Calendar can be found at:

<https://calendar.google.com/calendar/embed?src=aXZsY2FjMmQ4OGw2MW5ncmJ1dHZrbm44ZzhAZ3JvdXAuY2FsZW5kYXluZ29vZ2xlLmNvbQ.>

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### 3. INTERNATIONAL SERVICE MANAGEMENT DAY 22<sup>nd</sup> MARCH 2018

The 22<sup>nd</sup> March 2018 is international Service Management Day. Several chapters are celebrating this day with seminars and other events.

Make sure you celebrate our profession by being load and proud of our contribution to the world economy.

### 4. Projects under way

There are several projects under way at present including:

- a.** Axelos Meetings attended by Michael Imhoff and Ulf Myrberg to ensure our input is heard as Axelos moves towards a new Update of ITL in 2018. Chapters that have opted in are Australia, Singapore, Poland Denmark and Canada. Why not consider having your Chapter opt in especially as there is a new version of ITIL in preparation.
- b.** IFDC meetings where we have entered an MOU with a focus on VeriSm to again ensure we have are kept abreast of Developments in this new Framework as it emerges.
- c.** Open Group – meetings to develop an MoU with the Open Group focussing in IT4IT to maintain our position as the pre-eminent Membership Association for IT Service Management Professionals across the Globe.
- d.** SFIA meetings attended by Barry Corless to better develop our offering to Chapters for this important framework

### 5. GDPR – Are you ready?

On 25<sup>th</sup> May 2018 , the GDPR legislation will come into effect in Europe.

If you haven't already started thinking about what this may mean for your Chapter you need to do so.

A good place to start is here

<https://dataprotection.exin.com/2018/01/26/what-is-gdpr-and-why-should-you-care/>

to obtain an overview of what GDPR is and how it will affect your chapter.

The likelihood that Britain may exit form the Eu is not likely to have any material impact on the need to comply with this legislation and anyone who does not reside within the Eu may also need to comply.

The first test of whether GDPR applies is to determine whether your chapter operates within EU borders OR processes personal data of Eu citizens and whether as a controller or processor of data. If your data subject (i.e. the person whose data you are storing) resides in the EU (think Conference attendee or speaker here) and the processing of their data relates to offering goods and services then GDPR probably applies.

Data processing under the GDPR legislation includes the collection, recording, organisation , structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by

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transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of personal data.

### **How ITSMF International can help.**

GDPR will apply whether your chapter is controlling or processing data by manual or automated means. ITSMF International has invested in the Your membership CRM and will be pleased to discuss with you how it can store and process your membership data so as to ensure compliance with the GDPR.

As the very least a new Membership application form will be proposed for use by all Chapters in the International Forum to serve as a strong foundation for GDPR Compliance.

More to follow.

## **6. Strategic Partnerships**

ITSMF International has entered into several Strategic partnerships on behalf of Chapters as listed below.

Our strength as a forum is founded on our ability to act as one. By supporting these partners we add strength to the relationship with them and enhance our standing in our community. If you would like to know more about these partnerships, please contact the Board Members listed below.

### **a. Axelos**

If your chapter has not yet opted in to this arrangement, now is the time to do so. With a new version of ITIL in the wind, your input via ITSMF International is needed.

Contact Michael Imhoff at [Michael.imhoff@itsmfi.org](mailto:Michael.imhoff@itsmfi.org).

### **b. Open Group**

Discussions are under way to develop an MoU focussing on IT4IT that will see ITSMF international co-operating with the Open Group.

Contact Michael Imhoff for more details [michael.imhoff@itdsmfi.org](mailto:michael.imhoff@itdsmfi.org)

### **c. iFDC**

Our Strategic Alliance with iFDC focussed on VeriSm is up and running and we are involved in promoting and supporting this new framework. Through iFDC we have complementary arrangements with EXIN, BCS and APMG.

For more details Contact Michael Imhoff at [Michael.Imhof@itsmfi.org](mailto:Michael.Imhof@itsmfi.org)

### **d. SFIA**

We have an excellent offering for Chapters on the Skills Framework for the Information Age that is SFIA. Contact Barry Corless at [Barry.corless@itsmfi.org](mailto:Barry.corless@itsmfi.org) for more details or contact SFIA direct via [matthew.burrows@bsmimpact.com](mailto:matthew.burrows@bsmimpact.com)

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### **e. PSMF**

This innovation and enhancement of the UK Chapter designed to meet the needs of the Corporate Sector to identify the competencies of ITSMF practitioners is available to ITSMF International Chapters. Contact Barclay Rae at [Barclay.Rae@itsmf.co.uk](mailto:Barclay.Rae@itsmf.co.uk)

### **f. TSO**

For aspiring authors or those with a need to publish, our Partnership with TSO is available for you or your chapters to enter discussions with the TSO. Contact Bruce Harvey at [bruce.harvey@itsmfi.org](mailto:bruce.harvey@itsmfi.org)

### **g. Van Haren**

Our partnership with Van Haren gives you and your Chapter access to a world class body of Knowledge through the Van Haren Library. Details are available on our International website or through Bruce Harvey at [bruce.harvey@itsmfi.org](mailto:bruce.harvey@itsmfi.org).

### **h. Peoplecert**

Through our Strategic partnership with AXELOS, we have complementary arrangements with Peoplecert to assist with any needs Chapters may have. Contact Michael Imhoff at [michael.imhoff@itsmfi.org](mailto:michael.imhoff@itsmfi.org).

## **7. Upcoming Conferences**

Please let us know at ITSMF International of your upcoming conferences or Seminars so that we can assist you promote them through our Website and Social media Channels.

Robert Falkowitz's excellent Service Management Calendar is also an outstanding resource to keep abreast of what happening in the SM space.

Find it at:

<https://calendar.google.com/calendar/embed?src=aXZsY2FjMmQ4OGw2MW5ncmJ1dHZrbm44ZzhAZ3JvdXAuY2FsZW5kYXluZ29vZ2xlLmNvbQ>.

## **8. 2017/18 Levies**

2017/18 Levy notices will be issued to Chapters on 31<sup>st</sup> March 2018. These notices are issued in arrears – that is they relate to the year from the 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018. SO please ensure that you budget for this expense in your budget for 2018.

Several chapters are yet to pay their 2016/17 levies and we would ask that those chapters affected pay these as soon as possible.

## **9. 2018 Membership Survey**

The 2018 Membership Survey is now due – in fact its overdue. As a minimum, we would ask that you complete question 62 on the survey in respect of your revenue

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streams so that we have complete information on which to review and recommend the levies to be charged for the 2017/18 Financial Year for ITSMF International.

### 10. Help us build a Knowledge Repository for Chapters for:

- a.** Branches, Constitutions and Bylaws, Policies and Procedures
- b.** Membership
- c.** Sponsorships
- d.** Marketing Initiatives
- e.** Newsletters/Magazines
- f.** Events
- g.** Meet ups
- h.** Seminars
- i.** Conferences

If you have any manual or handbooks on how to develop these resources or run these critical events or indeed how to run your chapters, we would love to have copies so that we can use them to assist other chapters who may be struggling with these areas or new chapters who need support in creating a sustainable chapter in their region. Contact Tom Fossett at [tom.fossett@itsmfi.org](mailto:tom.fossett@itsmfi.org) or forward your information for sharing to [bruce.harvey@itsmfi.org](mailto:bruce.harvey@itsmfi.org)

### 11. New Chapters and Reformations

WE are pleased to advise that we are fielding many requests for the commencement of new chapters in many regions. Tom Fossett and his team will be following up on these enquiries . Any assistance available from existing Chapters to mentor these new chapters or support the work of Tom and his team will be gratefully accepted.

In particular we are pleased to see that our Belgian Chapter has held a reformation meeting recently which was well supported, and our Indian Chapter is being mentored by the International Board to reform.

### 12. IEB Meetings

Further updates will be forwarded following future meetings of the International Board.

The next meeting is scheduled for the 19/20<sup>th</sup> of March 2018 to accommodate Time Zones .

Best Wishes

**Michael Imhoff**

**Chair, ITSMF International Limited**