itSMFI Chapter Leadership Conference

Governance and Performance Management

Sharon Taylor

Chair, itSMF International

Warwick UK, November 12,13 2008

itSMF Governance

- **Where do you start?**

- **The collective**

- **Stability and growth**

- **How are you doing?**

What is governance?

- The planning, influencing and conducting of the policy and affairs of an organization

# The collective responsibility

- Ethical practices
- Public opinion
- Global image
- Member value
- Growth of the movement
- Exploiting the itSMF Brand
- Protecting the itSMF Brand

Where do you start?

- Look at examples of best practice
  - Fellow chapters, other non-profit orgs
- Your Chapter Agreement
- Our mission statement
- Volunteer orientation
- Company articles and legislation
- Defined roles, accountability & authority
- Document, document, document

itSMFI governance

Companies Act

Corporate Articles

Governance

Policies

Rules
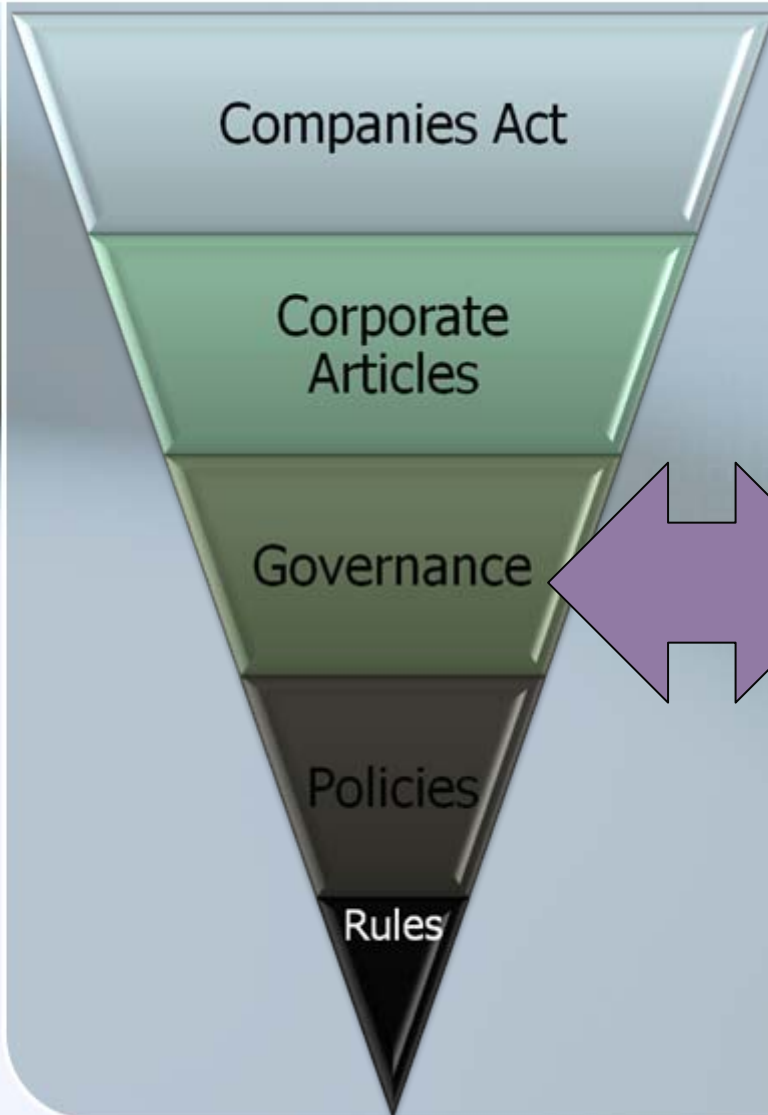
Board Description

Governing Style

Ethics & Code of conduct

Decision making process

Role of Chair/President

Principle

Financial planning & budgeting

Transparency and Accountability

Executive Constraint

Communication

Delegation of Authority

Transitioning Authority

The volunteer

❑Passion and committed to the movement

❑Can't do everything …avoid burn out

❑Training and orientation avoids
  ❑Apathy, confusion, mission creep

Developing a high performing collective

1. Develop a profile of an ideal board member.
2. Create roles and responsibility profiles for board positions.
3. Create descriptions of the purpose of various committees.
4. Develop clear expectations and where possible, measurable outcomes.
5. Provide feedback.

Stability and growth

Measure realistically

- Meeting projected growth trends
- Retaining loyalty year over year
  - members & volunteers
- Responsive to Member feedback
- Admitting mistakes
- Keeping pace with member needs - ASK
- Understanding competitive forces and strategies to stay
- "the provider of choice"
- SWOT analysis
- Planning for economic turns
- Not resting on laurels

itSMF Leaders…

itSMF International
The IT Service Management Forum

Are lateral thinking

Ignite Optimism

Reside in the future

EMPOWER MEMBERS