



21 St. Clair Ave East, Suite 802
 Toronto ON M4T 1L9
 admin@itsmf.ca
 647-837-1280 • 1-866-972-1280

11 April 2019

Dear itSMF Canada Member,

In accordance with the Canada Not-for-profit Corporations Act and the current rules defined in the itSMF Canada Bylaws, itSMF Canada is required to hold an Annual General Meeting (AGM) each year for the purposes of considering the financial statements and reports of the Corporation required by the Act to be presented at the meeting, electing Directors, appointing the Public Accountant and transacting such other business as may properly be brought before the meeting or is required under the Act.

The next AGM will be held on Tuesday, June 18, 2019.

itSMF Canada encourages its members to actively participate in the management of the organization both at the Branch level and at the Corporate level. This year, itSMF will need to elect four (5) positions on its Board of Directors for three-year terms of office, beginning in June 2019. The positions are for **President** and for **Directors to hold the Branch Liaison, Industry Relations, Membership and Web and Digital Presence portfolios**. Position descriptions follow:

- **President**: The President is responsible for the general and active management of the affairs of itSMF Canada.
- **Branch Liaison Portfolio**: This Director is responsible for all Branch Management Teams (BMT), activities related to the formation, on-going elections and Branch Management Team (BMT) administration, issue management, assets and reporting. Owns the primary relationship between the Branches and National Office.

Activities

- Monthly teleconference calls with Branch Presidents
- Administration and approval of Branch Management Teams (BMT) and Volunteer Agreements administration & approvals
- Assist with Branch Election process, audit, escalations and applications for extensions
- Issues' lifecycle management
- Assists other portfolio programs as required

Outputs

- Reports monthly on branch activities
- BMT composition
- Monitors Branch AGM & Election dates and process
- Assets tracking & reporting
- Maintains issues log

- **Industry Relations Portfolio:** This Director is responsible for the creation and management of the Industry Relations programs for Vendors, Educational Institutes and Associations. Acts as the primary point of contact for all issues related to Industry Relations.

Activities

- Develops/monitors and manages the itSMF Canada Sponsorship Program (iCSP)
- Assists other portfolio programs as required

Output

- Reports monthly on Industry Relations Programs, including program status, subscription progress against plan, fulfillment reporting and issues arising

- **Membership Portfolio:** This Director is responsible for the creation and management of all Membership programs. Acts as the primary point of contact between the Branch Membership Managers and the National Office.

Activities

- Monthly teleconference calls with Branch Membership Managers
- Building & managing membership drive programs
- Membership issues' lifecycle management

- Assist other portfolio programs as required

Output

- Monthly membership report
- Member recruitment programs progress
- Membership data by branch c/w trending issues

- **Web and Digital Presence:** This Director is responsible for the creation and management of the itSMF Canada's website and associated digital tools, their administration and issues resolution – and acts as the primary point of contact for all web related issues.

Activities

- manages web site content pages for ITSM standards and frameworks
- Coordinate with the Marketing director regarding social media
- Assists other portfolio programs in leveraging web and digital tools (namely GSuite)

Output

- Web and Digital presence reports
- Web site request fulfillment report and incident handling

Being a volunteer, not-for-profit organization, itSMF Canada expects its Directors to execute their portfolios and perform related operational activities, either directly or indirectly with volunteers. Therefore, a commitment to time availability is a requirement for any candidate interested in running for office. The Board typically meets once a month, with additional time required for approximately three strategic planning sessions per year. Time requirements on a month-to-month basis will vary with the nature of the position but approximately 4 hours per week on average may be required.

Process

Candidates interested in running for a Board position must submit the Candidate Application Form and Personal Statement attached to this document. Incomplete application forms or candidate Personal Statement exceeding 500 words will not be accepted. **Note that information provided in the application form will be made available to voting members to assist them in determining for whom they will vote for each of the available positions.**

Candidates must be members of itSMF Canada and in good standing. Status of membership will be verified. Candidates' applications will be confirmed as accepted, prior to the election, after review by the President, itSMF Canada, and whose decision shall be final. **Please state length of itSMF membership and any previous experience on the Board of Directors, branch management teams or other roles in other associations. This information is very relevant to voting members!**

Candidates' application forms should be emailed to the itSMF Canada Office (admin@itsmf.ca) and must be received by 5:00p.m. EDT on Friday, May 3, 2019.

Yours in service,

Dani Danyluk
President, itSMF Canada