

# Member Group Terms of Reference and Chair/Vice Chair Roles

# Member Groups: Terms of Reference

## Primary Objectives

- To engage with members and create a platform and positive environment for discussion and collaboration on subjects related to Service Management
- To promote and share information and knowledge of best practice in Service Management
- Demonstrate how the use of different facets of Service Management and other frameworks and methodologies, can effectively work together to enable Service Delivery which meets evolving Business and Customer needs

## Success Criteria

- High levels of engagement/satisfaction in Member Groups from itSMF members - Member Groups recognised as a valued member benefit
- Positive feedback from communications and publications produced by Member Groups (including from Annual Conference)
- Continued growth and maturity of online knowledge repository and increased collaboration with Communities of Practice

## Delegates

- itSMF Members
- Member Group Chair / Vice-Chair
- Member Group Working Party
- Guest members from itSMF UK Communities of Practice or external organisations

## Engagement

- Knowledge sharing – through participation in events such as itSMF Conferences, and Member Group and Communities of Practice meetings
- Contribute to itSMF blog and communications, with articles promoting key activities and events that are happening within the itSMF community to members and non members alike

## Key Responsibilities

- Contribute to an online knowledge repository for the Member Groups and Communities of Practice, with templates and articles outlining good practice in this space
- Contribute to an itSMF online forum to promote itSMF activities, and answer questions from itSMF UK members relating to Service Management

## Inputs

- Member Group ToR
- Questions, feedback and suggestions from itSMF UK members
- Collaboration and cross-pollination from itSMF Member Groups and Communities of Practice

## Outputs

- Actions and minutes from Member Group meetings
- Communications as per Engagement and Key Responsibilities sections
- Collaboration and cross-pollination to other itSMF Communities of Practice
- Escalations to itSMF Exec via Board member for Member Events where issues cannot be resolved within the Member Group structure



### Member Groups - Chair's role

The role of the Member Group Chair is to:

1. Arrange suitable dates and venues for member group meetings (venues may be 'virtual').
2. Devise topics/themes for each meeting as far in advance as possible, then liaise with the office on sourcing relevant speakers for the chosen topic/theme for the day.
3. Liaise with the office regarding the administration of the event.
4. Chair each meeting, primarily acting as the "introducer" of the activities of the day and ensuring that the event runs smoothly.
5. Update the group's page on the web site.
6. Lead a working party of volunteers (including Vice-Chair) who will assist with event preparation and "on the day" support.
7. Collaborate/liaise with Communities of Practice on activities to further the interests of itSMF UK.

#### **Actions:**

1. Sometimes the group will be able to identify dates and/or venues well in advance. As soon as such information is available it should be communicated to the office in writing (email [events@itsmf.co.uk](mailto:events@itsmf.co.uk)), including all relevant details, e.g. any restrictions on numbers, contact at the venue for admin purposes (name, tel, email).
2. In the run up to the event:  
At least **4 weeks** prior to the event, the office needs to have details of the "programme", including venue, date and topics/speakers.  
The office will arrange for the relevant membership to be informed of the event.  
If this is a new venue, the office will need maps/directions for reaching it. Provided they have the necessary contact details, they can arrange these themselves, but any smoothing of the way is always useful.  
As bookings are received, a record will be kept and if a limit is reached, subsequent requests will be "rejected" – with an informal "wait-list".  
Approximately **10 days** prior to the event, joining instructions will be dispatched to registered delegates asking for immediate notification if now unable to attend. Any places that become available will be offered to those on the waitlist.  
The office will provide the member group chair and/or the venue contact with a list of attendees prior to the event (precise timing of this is partly dictated by the hosts' requirements).
3. A record of actual attendees (including no shows, name changes, etc) should be kept and returned to the office following the event, together with feedback forms and any other relevant information/collateral. If further dates/venues have been set, these should also be communicated to the office.

#### **Other points to remember**

1. Member Groups are intended to be interactive discussion groups. They should not consist of just a series of presentations. Any presentations should be short "catalysts" for the discussion sessions.

2. Where possible, members should be encouraged to host meetings, though the use of virtual platforms will prevail until restrictions are lifted, when a blended approach should be adopted. If no suitable host venue is volunteered, then discuss other options with the office. In general, catering is expected to be nothing more than a simple “sandwich” lunch with am and pm tea/coffee.
3. The group should generate the topics for discussion – but do bear in mind the seminar/conference themes and try to complement those.
4. Output, in the form of a presentation for a seminar/conference for the website will provide added value to the wider membership.
5. Member Group Chairs and/or their Vice-Chair must also attend the regular “Chairs” meetings.

**If in any doubt as to the correct course of action, please contact the office.**

### **Member Groups – Vice Chair's role**

The role of the Member Group Vice Chair is to:

1. Aid the Chair and itSMF UK office in arranging suitable dates, venues, topics and speakers for meetings to be held.
2. Chair any meetings the Member Group Chair is unable to attend, primarily acting as the “introducer” of the activities of the day and ensuring that the event runs smoothly.
3. Attend other necessary meetings in place of the Member Group Chair, acting as a secondary contact for your member group.
4. Liaise with the Chair and office regarding the administration of the event.

#### **The Chair (or Vice Chair, as agreed) is responsible for the following Actions:**

1. Sometimes the group will be able to identify dates and/or venues well in advance. As soon as such information is available it should be communicated to the office in writing (email [events@itsmf.co.uk](mailto:events@itsmf.co.uk)), including all relevant details, e.g. any restrictions on numbers, contact at the venue for admin purposes (name, tel, email).
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In general, catering is expected to be nothing more than a simple “sandwich” lunch with am and pm tea/coffee.

3. The group should generate the topics for discussion – but do bear in mind the seminar/conference themes and try to complement those.
4. Output, in the form of a presentation for a seminar/conference or a “white paper” for the website will provide added value to the wider membership.
5. Member Group Chairs and/or their Vice-Chair must also attend the regular “Chairs” meetings.

**If in any doubt as to the correct course of action, please contact the office.**

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