

2011 Annual General Meeting



Chairman's Report

It has been a very uplifting experience for me personally this year. When taking over the role as Chairman from Peter Cross in January 2010 I knew then that I had a solid team behind me, and following the AGM that year, of the calibre of the new directors. However, being at the forefront gave me a better view of the passion, determination, commitment, and just outright self-sacrifice that is in each of your board of directors.

I have regarded my position as Chairman as an honour and a privilege and thank you all for your cooperation, patience and support during my tenure. I have met so many outstanding individuals and will truly value those friendships. I would like to thank John Spetrini (the other outgoing director) for his commitment at board and state level over the past years, and I know that John will still be involved back at the WA branch.

While a few highlights are included below, I won't attempt to list all the contributions each director has made in his portfolio, if I did, I would find it hard to stop. I do however want to make particular mention of Sue Reid, who unfortunately due to work commitments had to resign as of last Sunday. Having witnessed the impact Sue had made at the WA branch level, I encouraged Sue to stand for board election last year. I knew that Sue's initiatives would have an impact nationally, and it has clearly shown in the increased attendance across the country. I hope we can continue to grow those seeds that she has planted. I wish Sue all the very best in her new venture.

Equally deserving of acknowledgement is the first class team of people who man the National Office including our General Manager, Greg Porter and his team Barbara, Angelina and Bianca. Angelina leaves us after 3 1/2 years of service to our organisation and its members. Thank you Angelina and we wish you and Marcus every success. Also a final thank you to Dennis Clark our auditor and Gerard Norsa our bulletin editor.

I will remain closely involved with this magnificent organisation and look forward to a tremendous conference in Perth. Remember the "world is run by those who turn up".

A handwritten signature in black ink, appearing to read "Mike Webb".

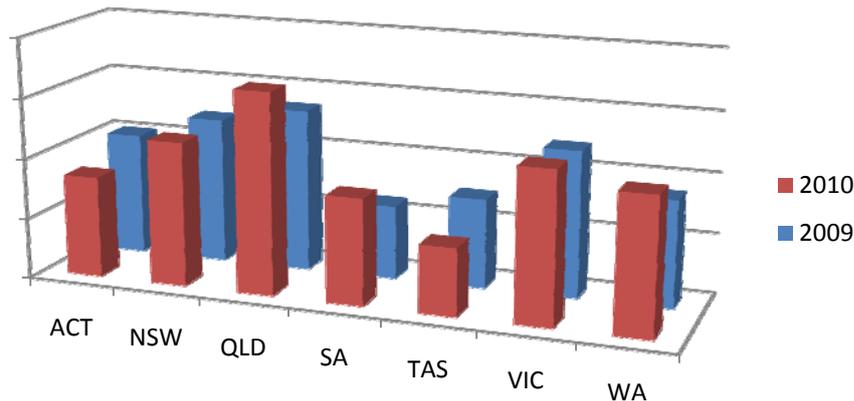
Mike Webb
Chairman itSMF Australia.

2010 Highlights

Branch Seminars

2010 has seen continued growth in the face to face delivery of services with 46 State Seminars and Special Interest Group (SIG) meetings attended by over 1800 members.

Seminar Attendances



The State Seminars and SIG's are the coal face of the Forum where we are learn, interact and discuss ideas, challenges and achievements. This year the seminars have been supplemented by the introduction of Webinars and Social Media updates through Twitter and LinkedIn groups.

The Seminars could not be run without the dedicated effort of the state committees, speakers, sponsors and volunteers. On behalf of all of our members we extend a special thank you to you all.

State Chairs

At the front of our seminars and service delivery are our State Chairs, six of whom were new to the role in 2010. We thank them for their experience, fresh thoughts and continued effort and also express our thanks to the chairs who retired in 2010 for their extraordinary efforts.

2010 State Chairs



Rose Dyson
Vic



Kathryn Howard
NSW



Nick Kervin
SA



Nick Laggar
TAS



Peter Marshall
QLD



Jane Roberts
WA

Ron Pinchen – ACT – Not pictured

Conference

The 2010 LEADit National Conference in Melbourne was enormously successful with attendance again climbing over 600 delegates and the support of over 50 Sponsors and Exhibitors.

We would like to acknowledge the generous support of all of our sponsors without whom we would be unable to run such an exceptional education event and in particular thank our 2010 Diamond sponsor, Microsoft and Platinum sponsors, BMC Software and Lucid IT.

2010 Conference Sponsors

Diamond



Platinum



Gold







The 2010 program included over 50 sessions and workshops including the introduction of “Hot Topic” panels and new subject matter that has a close interrelationship with Service Management such as Innovation and Corporate Social Responsibility.

This trend will be continued at the 2011 conference in Perth with an exceptional program of international and local speakers over 8 keynotes, 60 Sessions and 11 Workshops. We encourage everyone to make plans to join us for LEADit 2011 in Perth in August.



Standards

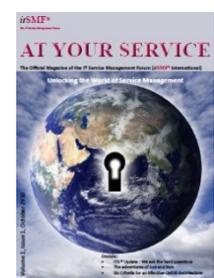


On the Standards front itSMF has continued to make significant contributions in the review of the global Service Management Standard ISO20000 to ensure that it meets the needs of the itSM community and aligns with frameworks already in place such as ITIL, ISO 27000 (Security) and ISO 9000 (Quality). The review of Part 1 of ISO 20000 was completed in 2010 and will be published in 2011.

Thanks goes to all of our members involved in representing the industry on Standards committees and in particular our Standards Director Claire Brereton and Erin Casteel who has worked tirelessly as co-editor of Part 2 of ISO 20000 which will provide Implementation Guidance.

Publications

The wealth of knowledge and guidance available to the industry through specialist itSM publications continues to grow and itSMF continues to contribute through editorial contributions as well as the itSMF International Whitepaper Competition and the establishment of the itSMF International Library. 2010 also saw the introduction of the new quarterly international itSMF magazine “At Your Service” which has received glowing reviews around the world.



Under the direction of our Publications Director, Karen Ferris and Editor, Gerard Norsa, The Australian itSMFA Bulletin continues to expand as a source of local itSM information and a respected publication within the itSM community.

Certifications and Qualifications



2010 has seen the launch of the Professional Recognition for IT Service Management (priSM) scheme in the US. priSM seeks to promote professional recognition of Service Management professionals based on their experience, educational achievements and professional activities and has been adopted by ITSMF internationally with a planned roll out to continue through 2011.

Board of Management

The Board of Management has worked vigorously throughout 2010 to direct the Forum and drive value to members. In 2010 five newly elected Directors joined the Board of Management bringing with them a range of new experience and fresh ideas.



Brad Busch
Branch Services



Peter Doherty
Certifications



Justin Gasparre
Infrastructure



John Spetrini
Member Services



Sue Reid
Marketing

These new board members joined the following continuing Directors



Mike Webb
Chairman



Harry Powell
Deputy Chair



Kathryn Heaton
Secretary



Garry Long
Treasurer



Clair Brereton
Standards



Karen Ferris
Publications

National Office Team

The dedicated team at the National Office continue to drive the day to day operations of the Association with a focus on member service.



Greg Porter
Business
Operations
Manager



Barbara Hines
Marketing &
Events Manager



Angelina Gannon
Finance &
Administration



Bianca Reardon
Publications &
Marketing

Thank you also to all members, too numerous to mention, who have also contributed to the success of itSMF Australia through 2010. Your contributions are greatly valued.