



## Annual General Meeting Teleconference Meeting

<b>Date:</b>	22 <sup>nd</sup> May 2018
<b>Time:</b>	5.00pm AEST
<b>Attendees:</b>	<b>Chair:</b> Bradley Busch
	<b>ACT Members:</b> Adam Seeber
	<b>NSW Members:</b> Katrina MacDermid, Bradley Busch, Jonathan Jones
	<b>NT Members:</b> Nil
	<b>QLD Members:</b> Brian Jennings, Garry Long, Rachel Seaniger
	<b>SA Members:</b> Gavin Hedricks, Tracey Horricks, Jo Watkins, Harry Powell, Medalid Blanco-Nieto, Brendan Cullen, Frank Cord-Udy, Tim Muecke
	<b>TAS Members:</b> Nicola Cox
	<b>VIC Members:</b> Candice Walker, Peter Tonkin
	<b>WA Members:</b> David Low, Prashant Singh
	<b>Non-Board Members:</b> Sheryl Kingsley
<b>Proxies:</b>	Karin Walduck, Kathryn Howard, Nick Stott
<b>Apologies:</b>	Kathryn Howard, Vicky Bonwick
<b>Minutes:</b>	Sheryl Kingsley

### Documents Distributed

Copies of the following documents were distributed prior to or during the course of this meeting:

- [Meeting Agenda \(22/5/2018\)](#)
- [Previous Minutes \(23/5/2017\)](#)
- [Chairman's Report](#)
- [Treasurers' Report](#)
- [Managers' Report](#)



## Detailed Minutes of Agenda Items

### 1. Welcome to Members, IT Service Management Australia

Bradley welcomes all attendees and thanks everyone for their time.  
We have a quorum of 23 members.  
If any states have organized a common venue can you please send attendance list to Sheryl Kingsley for recording.

### 2. Attendance

<b>ACT Members:</b>	Adam Seeber
<b>NSW Members</b>	Katrina MacDermid, Bradley Busch, Jonathan Jones
<b>NT Members</b>	Nil
<b>QLD Members</b>	Brian Jennings, Garry Long, Rachel Seaniger
<b>SA Members</b>	Gavin Hedricks, Tracey Horricks, Jo Watkins, Harry Powell, Medalid Blanco-Nieto, Brendan Cullen, Frank Cord-Udy, Tim Muecke
<b>TAS Members</b>	Nicola Cox
<b>VIC Members</b>	Candice Walker, Peter Tonkin
<b>WA Members</b>	David Low, Prashant Singh

### 3. Apologies – Kathryn Howard, Vicky Bonwick

### 4. Proxies

<b>Proxies:</b>	Nick Stott, Karin Walduck, Kathryn Howard
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No other state have received any proxies apart from those listed above.

### 5. Minutes of the 2017 Annual General Meeting

**The minutes of the 2017 Annual General Meeting have been circulated and are posted to the itSMFA Website.**

[Click here for Previous Minutes dated 23/5/2017](#)

No corrections required

<b>Move that the minutes to be passed as a true and accurate record of the 2017 Annual General Meeting</b>	
<b>Moved By:</b>	Bradley Busch
<b>Seconded By:</b>	Peter Tonkin
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Motion:</b>	Carried



## 6. 2018 Annual Chairs Report

2017 was a year of big changes for the itSMF. New frameworks were announced like VeriSM, SIAM found it's stride as it progressed to much wider adoption and refreshes to the ITIL framework were fore-shadowed by Axelos. On the local front we also had our fair share of changes as Alan Hollensen stepped down as our CEO and has transitioned into a well deserved retirement in country Victoria. He is greatly missed but you can't deny him the giant smile that he has every time you see him.

At the end of this year Sheryl Kingsley took up the reins as our office manager and promptly reassessed our accommodation. Through sheer determination and through planning Sheryl, Michelle, Alison and Yvonne move our office up the road to Mitcham. This move has brought the team closer together in fresh new premises that fit our current and planned operations much better. The change to our cost base has set us up as an organization to run a leaner operation and still deliver the same great member benefits you have always relied on. We have had enjoyed a fantastic relationship as board, executive and state branch chairs. We meet regularly by teleconference and there isn't a meeting that goes by where we don't discuss our focus on members, the value of our services and our desire to see our profession grow.

Our strategic themes this year are:

- Deliver services valued by our members
- Increase our membership
- Develop and maintain strong relationships with our members, the industry, business and government
- Encourage and support organizations in the effective application of service management principles and practices
- Be the reference point of choice for service management expertise and advice
- Assure our financial viability

Our local events and National Conference are the key way we achieve these objectives. Through them, our National office and our Bulletin we meet our objectives or "Connecting Members and Advancing Service Management". Our services are well received by our members and are full of relevant information and advice. We are always connecting our members to each other and the most relevant information they need to stay on top in a changing world.

I would like to thank all our volunteers at State and National level for their enthusiasm and commitment this year without you we couldn't have the level of impact we have on our community. We should also thank Sheryl, Michelle, Alison and Yvonne who work so tirelessly to support our members.

<b>Move that the Chair' Report be accepted</b>	
<b>Moved By:</b>	Bradley Busch
<b>Seconded By:</b>	Gavin Hedrick
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nicola Cox
<b>Those in Favour:</b>	All
<b>Motion:</b>	Carried



## 7. Treasurer's Report and Financial Statements

It is with pleasure that I present the Financial Report for the itSMFA for the year ended 31 December 2017 in accordance with the relevant provisions of the Associations Incorporation Reform Act (Vic) 2012 the figures for the 2017 year have been audited. Mr. Peter Krohn, a Registered Company Auditor, has conducted the audit. In his opinion, "the Financial Report presents fairly, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements, the financial position of the itSMFA, as at 31 December 2017, its financial performance and cash flows for the year then ended". The itSMFA fiscal year 2017 was closed with a loss of \$86k against a projected deficit of \$46k. This represents a negative variance of \$40k.

This larger than budgeted loss is due to several factors:

- The 2016 National Conference contributing less than originally budgeted by \$81.9k
- State Branch Events down by \$20.3k
- Net itSMF International income down by \$21.5k

This occurred against a backdrop of slightly higher Membership income, which was \$13.7k up on budget, which along with decreased staff budget of \$27k and reduced office expenses of \$10k allowed us to contain the Conference loss to within our budget. This position unfortunately is a step backward after our modest surplus in FY2016 where a successful conference in Brisbane helped grow our Balance Sheet. The loss for FY2017 has resulted in a proportionate decline in our Balance Sheet to \$121k cash at bank as at 31 Dec 2017.

We have made strenuous efforts to reduce our cost base. Over the last several years, we have changed our balance sheet from one that was heavy in fixed assets to one where we own almost nothing and now with the departure of our CEO the opportunity has arisen to reduce our outgoings further by moving to smaller offices and this was achieved in February.

The office will have a lower overall rent and includes utilities (apart from internet and telephone) allowing us to reduce our costs even further.

We have used some of our reserve to fund the move, but payback is calculated to be within FY2018 giving us positive returns.

This allows us to manage more effectively in what has become a more aggressive environment for Not for Profit organizations and has allowed us to maintain or increase service to our members for example:

- We continue to offer ITIL on-line to our members
- We offer liability insurance
- Our Conference continues is success in its new format
- The Industry Awards continue to attract high quality entries

We have taken positive steps to ensure that the Forum is in a good position to carry out the initiatives agreed in the Strategic, Business and Operational Plans and we are looking forward to a successful conference in Canberra in 2018.

[Financial Statements – Click Here](#)

<b>Move that the Treasurer's Report and the financial reports for 2017 be accepted</b>	
<b>Moved By:</b>	Garry Long
<b>Seconded By:</b>	Adam Seeber
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Those in Favour:</b>	All
<b>Motion:</b>	Carried

## 8. Board of Management Elections

Elections have been conducted for the Board of Management for 2018. Under the rules of itSMFA, approximately half of the board retire each year but can offer themselves for re-election.

This year the retiring Board members were:

- Bradley Busch
- Kathryn Howard
- Justin Gasparre (Resigned)
- Candice Walker

All except Justin Gasparre nominated for re-election and in addition Rose Dyson nominated for election to the Board of Management.

Thank you to Justin for his service to the Board of Management.

There were four positions open on the Board and four nominations. The four positions were elected unopposed therefore a ballot was not required.

Bradley Busch was please to declare that:

- Bradley Busch
- Kathryn Howard
- Candice Walker
- Rose Dyson

Are duly elected to the Board of Management of the itSMF Australia for a period of two years commencing from the date of this AGM. Congratulations to the Directors on their appointment and welcome to Rose as a new Director to our board.

<b>Move that Board Of Management 2017/2018 Year be noted</b>	
<b>Moved By:</b>	Harry Powell
<b>Seconded By:</b>	Brendan Cullen



## 9. Election of Office Bearers for the Board of Management

The board held a special meeting via email on the 21<sup>st</sup> May 2018 and the following Directors were elected as Office Bearers of the ITSMF Australia Inc. Board of Management for the year 2018 commencing from the completion of this AGM to the date of the next AGM.

**Chair** – Bradley Busch  
**Deputy Chair** – Brendan Cullen  
**Treasurer** – Garry Long  
**Board Secretary** - Aprill Allen

Aprill Allen will be stepping down as Conference Director for 2019 and Kathryn Howard has been elected in this role. Bradley would like to thank Kathryn for her services as Deputy Chair.

Congratulations to those Directors elected into those positions. Those positions will be confirmed by the Board of Management in accordance with our constitution at our first meeting after the AGM.

<b>Move that the Office Bearers for the 2018/2019 Year be noted</b>	
<b>Moved By:</b>	Bradley Busch
<b>Seconded By:</b>	Jonathan Jones
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Those in Favour:</b>	All
<b>Motion:</b>	Carried

## 10. To confirm the appointment of the Auditor

The Board of Management has met and recommends that Peter Krohn be reappointed as Auditor of the 2018 itSMFA Financial Year

<b>Move that the appointment of Auditor for the 2018/2019 Year be noted</b>	
<b>Moved By:</b>	Bradley Busch
<b>Seconded By:</b>	Brian Jennings
<b>Those Against:</b>	Nil
<b>Those Abstaining:</b>	Nil
<b>Those in Favour:</b>	All
<b>Motion:</b>	Carried



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**11. General Business**

David Low:

In 2018 why did we changed our Event Co-Ordinator's.

The Board reviewed the Service and the price of the previous Event Co-Ordinator's and off the back of last year's conference, we couldn't achieve the result we had intended to achieve; therefore, cost became a driving factor in choosing a new provider.

Nicola Cox:

Will the quality of the Conference be compromised?

Quality and Content are mainly driven internally so Bradley is confident that the quality will not be compromised.

**12. Close of Meeting**

Bradley thanks everyone for their attendance & contribution.

We as a Board are looking forward to serving our members.

If you have any further questions, please don't hesitate to contact me or Sheryl Kingsley at the National Office.

Your new Board of Management will be meeting in the next week and confirming those Board of Management positions.

Meeting closed 5.37pm AEST.

Bradley Busch – Chair \_\_\_\_\_

Dated: \_\_\_\_\_