



Annual General Meeting Teleconference Meeting

Date:	23rd May 2017	
Time:	5.00pm AEST	
Conference Call:	Phone:	G2M
	Pin No.	GTM
Attendees:	Chair:	Bradley Busch
	ACT Members:	Carolyn Keegan, Troy Latter, Andrew Ritchie, Justin Gasparre, Ross McConnell, Paul McMaster
	NSW Members	Bradley Busch, Kathryn Howard, Balu Moothedath
	NT Members	Nil
	QLD Members	Brian Jennings, Garry Long, Claire Brereton
	SA Members	Harry Powell, Brendan Cullen, Medalid Blanco-Nieto, Tim Muecke, Jo Watkins
	TAS Members	Jon Ettershank
	VIC Members	Candice Walker, Peter Tonkin, Brad Schimmel, Aprill Allen, Rose Dyson, Sam McCall
	WA Members	
	Non-Board Members:	Alan Hollensen
Proxies:	Frank Cordy-Udy, Glenn Schwarz, Peter Malcom, Judith Littlejohn, Nicola Cox	
Apologies:	Nil	
Minutes:	Sheryl Kingsley	

Documents Distributed

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

- [Meeting Agenda \(23/5/2017\)](#)
- [Previous Minutes \(31/5/2016\)](#)



Detailed Minutes of Agenda Items

1. Welcome to Members, IT Service Management Australia

Bradley welcomes all attendees and thanks everyone for their time.
Votes will be given by voice as it is a teleconference.
We have a quorum of more than 15 members.
If any states have organized a common venue can you please send attendance list to Alan Hollensen for recording.

2. Attendance

ACT Members:	Carolyn Keegan, Troy Latter, Andrew Ritchie, Justin Gasparre, Ross McConnell, Paul McMaster
NSW Members	Bradley Busch, Kathryn Howard, Balu Moothedath
NT Members	Nil
QLD Members	Brian Jennings, Garry Long, Claire Brereton
SA Members	Harry Powell, Brendan Cullen, Medalid Blanco-Nieto, Tim Muecke, Joanne Watkins
TAS Members	Jon Ettershank
VIC Members	Candice Walker, Peter Tonkin, Brad Schimmel, Aprill Allen, Rose Dyson, Sam McCall
WA Members	Nil

3. Apologies

No apologies were received.

4. Proxies

Proxies:	Frank Cordy-Udy, Glenn Schwarz, Peter Malcom, Judith Littlejohn, Nicola Cox
-----------------	---

No other state have received any proxies apart from those listed above.

5. Minutes of the 2016 Annual General Meeting

The minutes of the 2016 Annual General Meeting have been circulated and are posted to the itSMFA Website.

[Click here for Previous Minutes dated 31/5/2016](#)

No corrections required

Move that the minutes to be passed as a true and accurate record of the 2015 Annual General Meeting	
Moved By:	Brian Jennings
Seconded By:	Harry Powell
Those Against:	Nil
Those Abstaining:	Nil



Those in Favour:	All
Motion:	Carried

6. 2017 Annual Chairs Report

itSMF Australia’s vision focuses on one word –Connect.

To connect our members and mature services. This Annual General Meeting caps off a successful year for the itSMF Australia.

We’ve run over 64 events across every State and Territories to connect members with knowledge, experience and most importantly with each other.

We also plan to run our flagship Annual Conference which is globally recognized as one of the premier service management events in the world.

All of our events have been well supported and received by our members. We are particularly encouraged that this year marks the second running of our new shorter conference program. It has seen an increase in both support of our members attendance and also strong sponsor support.

This is just one of the changes instituted to ensure our association adapts to the fast changing Service Management environment.

We have seen the decline in the popularity of ITIL the rise of supporting practices such as DevOps and the birth of new approaches and frameworks like SIAM and IT for IT.

As well as moving and growing with the times your board and office team have embarked on a significant program focusing on operational excellence.

We have successfully reduced our costs to match our expected ongoing revenue without decreasing Member Service benefits.

In fact in the last year we have been able to increase our Member Benefits through innovative offerings like new events in local regions, covering new topics like DevOps and also significant Professional Insurance discounts for individuals and small business who make up the bulk of our memberships.

On this very successful platform we will continue to focus on connections and growth for next year.

The growth of our professional members, the growth of our knowledge base into new areas and the growth of our membership numbers.

We want a mature service and see a strong and vibrant community continue to enable organizations to gain the most benefit from Service Management.

I’m excited to see where we will go together this year.

Move that the Chair’ Report be accepted	
Moved By:	Bradley Busch
Seconded By:	Kathryn Howard



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 2016.

In accordance with the relevant provisions of the Associations Incorporation Reform Act (Vic) 2012, the figures for the 2016 year have been audited. Mr. Peter Krohn FCPA, 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 2016, its financial performance and cash flows for the year then ended".

The itSMFA financial year 2016 was closed with a loss of \$38,960, against a project deficit of \$150,955 on a turnover of just of \$1M. This improvement against our budgeted loss was due to several factors.

The 2016 National Conference contributed more than originally budgeted for and vigorous cost control was practiced on a day to day basis in the forum. This was achieved against a backdrop of slightly lower Membership income down declined 3.12% over the year but this amount was within a reasonable margin of error as membership income varies slightly throughout the year. This position is real improvement on financial year 2015 where a less successful conference in Sydney led to a loss of \$125K. This was the first year of our new conference format and went on to become very successful for 2016.

The lower the projected loss for financial year 2016 resulted in the proportionate decline on our Balance Sheet from \$347,274 31st Dec 2015 to \$319,000 31st Dec 2016.

We have invested some of our reserves and re-configured our conference by continuing to make it more relevant to our members.

In terms of financial management, the reforms carried out in 2010-2012 where we changed the focus of the Balance Sheet to a more agile position where we control cashflow more affectively has allowed us to react very quickly to changes. This allows us to manage more effectively in what has become a more aggressive environment in the Not for Profit organizations.

Our experience with the new conference model coupled with our aggressive cost accounting goes well for financial 2017 where we are already ahead of budget on our Profit and Loss account. Budgeting is always by its nature is always playing catchup as we complete the budget activities by November the previous year.

This advantageous position has allowed us to maintain or increase services to our members as previously mentioned by Insurances, Events, ITIL online and fund and improve the Conference and the Industry Awards continue to attract high quality entries.

Our positive financial position and our first-rate financial management has ensured that the forum is in a good position has to carry out some initiatives as agreed in our strategic business and operational plan. We are looking forward to a successful conference in Melbourne in 2017.

[Financial Statements – Click Here](#)

Move that the Treasurer's Report and the financial reports for 2016 be accepted	
Moved By:	Garry Long
Seconded By:	Peter Tonkin
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried

8. Board of Management Elections

Elections have been conducted for the Board of Management for 2017.

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:

- Garry Long
- Harry Powell
- Aprill Allen
- Brian Jennings
- Brendan Cullen
- Phillip Palmer
- Justin Gasparre

All except Phillip Palmer nominated for re-election and in addition Troy Latter nominated for election to the Board of Management.

Given that Phillip did not nominate Troy was elected unopposed with six board members re-standing for their positions and a ballot was not required.

Bradley Busch was please to declare that:

- Garry Long
- Harry Powell
- Aprill Allen
- Brian Jennings
- Brendan Cullen
- Troy Latter
- Justin Gasparre

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 Troy as a new Director to our board.



Thank you to Phillip for his service to the Board of Management and has brought great diversity and experience to the Board. Phillip is intending to return and live in the USA and the Board would like to continue their work with him.

Move that Board Of Management 2017/2018 Year be noted	
Moved By:	Bradley Busch
Seconded By:	Candice Walker

9. Election of Office Bearers for the Board of Management

At the Board meeting of the 22nd May 2017, the following Directors were elected as Office Bearers of the ITSMF Australia Inc. Board of Management for the year 2017 commencing from the completion of this AGM to the date of the next AGM.

Chair – Bradley Busch
Deputy Chair – Kathryn Howard
Treasurer – Garry Long
Board Secretary - Brendan Cullen

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.

I would also like to note the long-standing service of Harry Powell as a Director and also as a member of our Board Executive.

Harry has served in a number of capacities, as Deputy Chair, Chairman and Company Secretary.

Harry's service over a number of years has been exemplary and his commitment to our organization and the passion and time he has contributed has been greatly appreciated. Harry will certainly be missed in these positions.

Move that the Office Bearers for the 2017/2018 Year be noted	
Moved By:	Bradley Busch
Seconded By:	Gavin Hedrick

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 2017 itSMFA Financial Year

Move that the appointment of Auditor for the 2017/2018 Year be noted	
Moved By:	Garry Long
Seconded By:	Kathryn Howard
Those Against:	Nil
Those Abstaining:	Nil
Those in Favour:	All
Motion:	Carried



11. General Business

No general business

12. Close of Meeting

Bradley thanks everyone for their contribution.

If you have any further questions, please don't hesitate to contact me or Alan Hollensen 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 5.35pm AEST.

Bradley Busch – Chair _____

Dated: _____