

itSMF International

The IT Service Management Forum

APPROVED CHAPTER AGREEMENT

This agreement is formally drafted to welcome the *itSMF SERBIA* Chapter a member of the *itSMF International* (itSMFI) movement

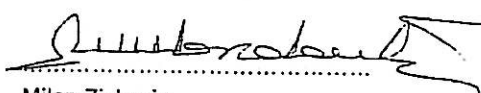
As an officially recognised and approved Chapter, *itSMF SERBIA* is entitled to enjoy the benefits of being a member of the *itSMFI* community, to participate in and contribute to its activities and to use the trademark, "*itSMF- IT Service Management Forum*", which is protected globally to firstly, identify their Chapter and secondly allow the Chapter to trade using the trademark, in recognition of that status. In return, the Chapter accepts responsibility for adhering to certain obligations and rules, as described below.

Obligations - The Chapter agrees to:

1. Conform to the core principles of the *itSMF* movement in promoting and supporting best practice in IT Service Management, upholding its reputation as a leading authority on IT Service Management and maintaining its independence and not-for-profit status.
2. Maintain the high professional image and standards of the global *itSMF* community.
3. Comply with the existing Policies and Procedures of *itSMFI* as these affect the Chapters and as may be amended in the future following approval and acceptance by an agreed majority of the Chapters.
4. In cooperation with *itSMFI*, respect and protect all trademarks and Intellectual Property Rights (IPR) owned by Individual *itSMF* chapters and *itSMFI* and recognise that *itSMFI* shall be the steward of all *itSMF*-related trademarks and logos as well as *itSMFI* IPR for their protection worldwide and on behalf of the *itSMF* Chapters Community. The Chapter agrees also not to assign the trademark to any third party, without the express permission of *itSMFI*.
5. Nominate a member of the Chapter to be its official representative at general meetings of *itSMFI*, in person or by proxy.
6. Participate in and contribute to the activities of *itSMFI* committees or working parties.
7. Provide *itSMFI* with an annual report that includes a summary of the Chapter's main activities, achievements, contribution, an audited financial statement, membership statistics and revenue figures, business plans and Board member names and contact details, with updates as changes occur.
8. Meet all financial obligations of the Chapter to *itSMFI* and to its own suppliers and customers in a timely manner.
9. Notify the *itSMFI* Secretariat of any inappropriate behaviour by members or other chapters that may be detrimental to the global *itSMF* movement and community.
10. Not enter into any agreements, contracts or other obligation in the name of or on behalf of *itSMFI* and shall not imply that it is representing or otherwise speaking on behalf of *itSMFI*, any fellow *itSMF* Chapter or the global *itSMF* community to any third parties unless expressly authorised to do so in writing by *itSMFI*, who shall, in turn, strive to ensure that international contracts or obligations have little or no negative impacts on Chapters.
11. Inform the *itSMFI* Secretariat immediately of any actual or anticipated difficulties in meeting these obligations.

This agreement is entered into on behalf of the *itSMF SERBIA* Chapter by signatures below:


Name: SHARON TAYLOR
Position: CHAIRMAN
Date: AUG 5/08
Chairman – ITSMF International


Name: Milan Zivkovic
Position: President – Management Board
Date: 29/07/2008.
Chairman – itSMF Serbia