



## INTRODUCTION

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## CITF

CITF is the collective body of organisations which subscribe to the Service. It is also occasionally referred to as 'The Forum'.

The new name suggests the innovative, interactive and dynamic qualities of an organisation that keeps up with times. This new identity signals a company that has reconfigured itself to its subscribers' base.

CITF consists of large and medium sized UK and multinational organisations from across business sectors.

## THE SERVICE CODE OF CONDUCT

The CITF is the collective body of organisations which subscribe to the CITF Service. It is also occasionally the 'Forum'.

The CITF consists of large and medium sized UK and multinational organisations from across business sectors. They are all corporate users of IT.

## THE MEMBERSHIP COUNCIL

The Membership Council:

1. Ensures that CITF has a focused and maintained programme that is relevant to its membership and attractive and easy to access to new members.
2. Ensures that the profile and value proposition of CITF is recognised by current and prospective members.
3. Ensures that there is a transparent, maintained and auditable governance model across the Membership Council and Delivery Groups.
4. Membership is limited to 10 and aims to represent a balanced cross-section of all business sectors and the geographical remit of CITF membership.
5. Members are normally, but not exclusively, at or near CIO level within subscriber organisations. They are appointed for a period of three years on the basis of their high reputation, performance, skill and knowledge level, and previous level of engagement with CITF. They will then be considered for re-election subject to a simple majority of MC members' votes.
6. The MC Chair and MC Deputy Chair appointments are staggered, and each appointment is for a maximum period of 3 years by a simple majority vote by members of the MC. Candidates will normally be existing Members of the Council. In the event that there is a lack of candidates from the Council, the nominations from other CITF organisations will be sought.



## CITF SERVICE

The Service is available upon subscription to technology function within large and medium sized organisations. Technology vendors and consultants are not eligible to subscribe to the Service but are welcomed to share their expertise when appropriate.

By various means, technology professionals are brought together to share real-world practical experiences, learn from each other, develop best practice and improve the performance of their businesses. In doing so, The Corporate IT Forum re-defines and moves the frontiers of best practice in technology forward. Subscribers benefit from the accumulative and collective knowledge and experience of their peers.

The breadth of technologies used in providing the Service enables participation with a global remit and in a time-efficient manner.

The Service is not a legal entity, but a service available upon subscription. Subscription does not denote membership in or ownership of either the Company, the Service, any additional services which the Company or its affiliates provide or any of the assets, intellectual or otherwise which subscribers enjoy by virtue of their subscription. Accordingly, subscribers do not assume any responsibility in the liabilities which the Company might incur in providing the Service.

## FOUNDATIONS OF THE SERVICE

In 1996, Reputations Limited organised a conference to which 73 senior IT managers from 51 large organisations were invited. The purpose was to provide an opportunity for them to share their knowledge and professional expertise in the problem-solving of real-life corporate IT issues. Over the one and a half days of the conference, individuals were grouped in a succession of workshops which facilitated discussions around topics of common concern including:

- Matching Infrastructure to Business Strategy
- Assessing & Demonstrating Value in Infrastructure
- Communicating with & Educating Internal Customers

The delegates found this opportunity to exchange knowledge and experience with their counterparts in other organisations of enormous practical value. They were unanimous in expressing a wish that similar events be organised on a regular and ongoing basis.

With input from nine organisations, feedback from the other delegates and building upon the conference processes, Reputations Limited set about designing a service that would provide a regular forum for IT professionals that would be of value to the businesses they support and to which they would wish their organisations to subscribe.

The Service was launched in 1997. For the first year it was known as The Sainsbury's Technical Infrastructure Forum, an acknowledgement of Sainsbury's early support.

## FOUNDING PRINCIPLES

From the outset, a set of founding principles were established which continue to be the guiding principles of the service. They are:

- The establishment of a service of practical value to technology function which would serve their business needs.
- Bringing together the expertise of professionals within large and medium sized user organisations to debate issues of common concern with their counterparts and to improve best practice



- An exchange of practical knowledge and experience
- Subscribers do not include vendors or IT consultants
- A commitment to trust and confidentiality in all aspects of the service

These key principles are fundamental to the service, its objectives and the way in which the service is run.

## SERVICE OBJECTIVES

The Service's aim is to improve knowledge and expertise of technology professionals and help them deliver better value to the businesses they are part of.

Through its many service components, the Service facilitates managed/professional group interaction. It enables open, honest, practical exchange of experience, knowledge and understanding between those who participate. It stimulates the sharing of insights into common practices, principles and strategies, within a confidential and non-sales environment. It does not provide a forum for organisations to agree anti-competitive practices.

A unique feature of the Service is the access it provides subscribers and their employees to the collective and accumulative knowledge and experience of registered individuals who face, or have faced, challenges similar to their own. This is an immensely helpful and practical resource, offering insights from the coal face that can be tapped into by individuals seeking no-nonsense solutions and fresh perspectives.

The Service also contributes to the professional development of subscriber employees.

Another key feature is the Service's promotion of the collective opinion of subscribing organisations to vendors, external organisations and the media. It also develops strategic relationships with suppliers whose activities or products impact on the ability of subscribers to deliver lower cost and higher performance technology services to their organisations.

## THE CORE SERVICES

The Service programme of activities comprises:

### **Bespoke events & programmes**

- Workshops, conferences, masterclasses, webinars and leadership forums
- Special Interest Groups
- The Real IT Awards programme

### **Information & resource library**

- Reports, events summaries & presentations, templates
- The Question & Answer (Q&A) service

### **Direct connections & networking**

- Business introductions
- Network directory
- Peer networking



## TRUST AND CONFIDENTIALITY

### **The Service Code of Conduct**

Any individual participating in any aspect of the Service, whether as a subscriber's registered contact, a guest at an event or as a supplier representative invited to attend, is required to confirm their willingness to adhere to the Code of Conduct. Monitoring compliance with the Code of Conduct is part of the Service.

The consequences of non-compliance include:

- For the individual concerned, the matter being brought to the attention of their employer organisation, and
- For the subscribing organisation, non-compliance may result in the Company withdrawing the Service with no refund of subscription fees and the possibility of legal proceedings for breach of contract.

### **The Service Terms & Conditions**

These form part of the Subscription Agreement between a subscriber and the Company and place obligations of confidentiality upon both parties.

## SUBSCRIBERS SAY IN THE SERVICE

The means by which subscribers have a say in the Service to which they subscribe include the following:

- The CITF Membership Council ensuring that the Forum has a focused and maintained programme that is relevant to its membership
- Special Interest Groups providing input into content of specific streams of activities. Registered individuals at any seniority level may participate in Groups provided that they have the requisite knowledge and experience of the remit covered by what that Group requires.
- Champions appointed by subscribing organisations who provide the Service Delivery Team with their feedback about best possible alignments of the service to the organisational needs.