



DAMA International

DAMA International Handbook

A Guide to DAMA International's Practices, Policies and Procedures

Revised: April 2008

Version 5.4

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Document Control

Revision History

Date	Version	Description	Author
3/15/2008	05.02	<p>Added new items to the calendar.</p> <p>Clarified the expense reimbursement policy (PLCY0002) to align with current practice.</p> <p>Added the ICCP reimbursement program to procedure 9.2 (Act as the Liaison to the ICCP).</p> <p>Added procedure 16.2 (Monitor Compliance with Code of Ethics)</p>	Andres Perez VP of Operations
12/31/2007	05.01	<p>Clarified the policy on conflict of interest (PLCY0006) and eligibility for holding a DAMA International Office.</p> <p>Added Procedures 4.6 (Chair the DAMA Foundation Steering Committee), 7.5 (Provide DAMA International Logo Use & Application Guidelines), 11.3 (Manage the Career Center), and 16.02 (Monitor Compliance with Code of Ethics).</p> <p>Clarified Advisory Board Benefits (removed “keynote speaking”).</p> <p>Several immaterial clerical changes.</p>	Andres Perez VP of Operations
9/23/2007	05.00	<p>Modified each office based on the officer’s feedback. The majority of the changes were due to a number of changes since the last revision and the impact of the new web platform.</p> <p>Renamed all policies to a simple numeric format for ease of maintenance.</p> <p>Removed Policy PLCY9401.001 (Mailing List & Member Database Usage); it was replaced with Policy PLCY0001 Member Privacy.</p> <p>Removed PLCY9704.002 (Advisory Board Membership); the term, eligibility and roles and responsibilities were moved to the bylaws, the expense reimbursement was moved to the expense management under Financial Services, and the election was moved the Past President’s Office election process.</p>	Andres Perez VP of Operations
7/31/2007	04.03	Reformatted into new standard format; changed DAMA International address.	Andres Perez VP of Operations
Unknown	04.02	Prior versions and revisions not documented at this time	Unknown

Revision Requests

Submit all requests for revisions to this document to the DAMA International Vice President of Operations at vp_operations@dama.org.

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DAMA International Handbook

1. INTRODUCTION

This volume contains much of the information a DAMA International Board Member needs to conduct the business of DAMA International. It is intended to inform new board members of the tasks associated with their office and to serve as a reminder to continuing board members.

1.1. Mission, Purpose and Goals of DAMA International

DAMA International is a not-for-profit, vendor-independent, professional organization dedicated to advancing the concepts and practices of enterprise information resource management (IRM) and/or data resource management (DRM).

DAMA International's primary purpose is to promote the understanding, development and practice of managing data, information, and knowledge as key enterprise assets.

DAMA International's goals are:

- To help IRM/DRM practitioners become more knowledgeable and skilled in IRM/DRM professions
- To influence IRM/DRM practices, education and certification
- To support DAMA members and their local organizations
- To form alliances with other organizations with similar principles.

1.2. Board of Directors (Officer) Commitment

Serving on the DAMA International Board of Directors requires a serious commitment of time, energy and money. The Board meets in person semi-annually, typically on weekends. Meetings may be held in conjunction with the annual DAMA International Symposia or other DAMA conferences. When the Board meeting is NOT in conjunction with a conference, it may be held in a city selected by the VP of Operations in collaboration with the Board. A Board member may incur travel, hotel and food costs for one or two meetings each year. Accordingly, candidates should look to their employer, local DAMA Member-Chapter or to other sources to cover these expenses. (See policy on DAMA International Officer Reimbursement below.) In addition, teleconferenced Board meetings are held monthly based on the schedule issued by the President.

Board members' responsibilities between meetings may require from ten to twenty-five hours of dedicated time. Board member communication between meetings is generally via Internet, email or telephone. Each Board member submits a status report to the President, on a specific schedule established by the President.

1.3. Board of Directors' Position Descriptions

See DAMA International's bylaws document. It provides a full description of the roles and responsibilities for each member of the Board of Directors.

2. DAMA International Operations

This section includes critical activities for DAMA International to maintain its viability as an association.

2.1. Critical Annual Activities

The following calendar shows critical annual activities; it does not show the monthly Board of Directors meetings and other events such as conferences. These events are scheduled each year and fall on different days of the month [**Pending: chapter affiliation fees and tax filing activities such as: send to accountant, 1099s, etc.**].

Day	Admin	Budget	Election	Advisors	Awards	Activity
January 1 st						<ul style="list-style-type: none"> The President publishes the annual Board of Directors meeting schedule; includes in-person meetings as well as monthly teleconferences
January 1 st						<ul style="list-style-type: none"> The Chapter Presidents' Council Chairperson publishes the annual Presidents Council meeting schedule; includes in-person meetings as well as teleconferences
January 5 th						<ul style="list-style-type: none"> The VP of Operations publishes the yearly calendar of events based on this timeline, the conference milestones, the schedules published above, and quarterly officer report dates
January 31 st						<ul style="list-style-type: none"> On even years, the President of the DAMA International Foundation reports new Foundation Board to DAMA International Board On un-even years Foundation Past President recommends a Foundation President to the DAMA International Board in addition to the other officers All newly elected, re-elected, appointed or re-appointed officers (includes all DAMA International Directors, Advisors and Ex-Officio Officers as well as all Affiliated Chapter Officers) must submit their Code of Ethics Certificate to the DAMA Operations Office
February 1 st						<ul style="list-style-type: none"> The Past-President notifies the Board of Directors and the Award winners of their recognition and asks the winners of their plans to attend the DAMA Symposium Four to six weeks before the DAMA Symposium: order Plaques for the DAMA Awards
March Mid						<ul style="list-style-type: none"> One week before the DAMA Symposium: ship plaques to the Symposium Hotel The President Delivers the DAMA Awards at the Symposium
March 30 th						<ul style="list-style-type: none"> The Past-President sends out the first quarterly nomination solicitation to all chapter officers for DAMA International open officer positions
March 30 th						<ul style="list-style-type: none"> The Past-President sends out the first quarterly nomination solicitation to all chapter officers for DAMA Awards
April						<ul style="list-style-type: none">
May						<ul style="list-style-type: none">
June 30 th						<ul style="list-style-type: none"> The Past-President sends out the second quarterly nomination solicitation to all chapter officers for DAMA International open officer positions
June 30 th						<ul style="list-style-type: none"> The Past-President sends out the second quarterly nomination solicitation to all chapter officers for DAMA Awards
July						<ul style="list-style-type: none">

		Day	Admin	Budget	Election	Advisors	Awards	Activity
August	1 st							<ul style="list-style-type: none"> Budget preparation begins. The VP of Financial issues a working document with next year's budget including the office responsible for the coordination of each item on the budget with and submits to the Board; each coordinator reviews the assigned line items and provides an initial budget
	1 st							<ul style="list-style-type: none"> The Election Committee begins the identification of all open Board of Directors officer positions for the upcoming year. The Election Committee reminds the Board of Directors, especially those that have a term ending in the current year, that they must be nominated by a chapter to be on the ballot for the upcoming election
	15 th							<ul style="list-style-type: none"> The Election Committee sends out the call for nominations for Board of Directors offices up for election to all chapter officers (including the <i>eligibility requirements</i> from the bylaws). Nominations for DAMA International officers begins; chapter officer can now submit nominations for open positions on the Board
	15 th							<ul style="list-style-type: none"> The Election Committee sends out the call for nominations for DAMA Awards to all chapter officers; this includes a full description of each award. Nominations for DAMA Awards begins; chapter officer can now submit nominations for DAMA Awards
	25 th							<ul style="list-style-type: none"> Last day for budget preparation; each office submits an initial budget to the VP of Financial Services. Initial budget consolidation and review by the VP of Financial Services begins
September	1 st							<ul style="list-style-type: none"> The Election Committee issues a call for nominations for the Advisory Board from the DAMA International Board of Directors; Advisory Board nominations begins; Directors can now submit nominations for Advisors
	10 th							<ul style="list-style-type: none"> Initial budget review by the VP of Financial Services ends; the VP of Financial Services distributes the revised budget to each office. Budget adjustment begins; each office identifies necessary adjustments to their budgets
	15 th							<ul style="list-style-type: none"> Budget adjustment ends; each office submits their adjusted budget to the VP of Financial Services. Final budget consolidation begins; the VP of Financial Services begins final consolidation of the budget
	30 th							<ul style="list-style-type: none"> The VP of Financial Services distributes the adjusted budget to the Board of Directors; final review and adjustment of the budget is conducted at the September in-person Meeting. The VP of Financial Services begins final changes and consolidation
	30 th							<ul style="list-style-type: none"> The nomination period for DAMA International officers ends; deadline for submission of candidates. Chapter officers submit final nominations for Board of Directors open offices
	30 th							<ul style="list-style-type: none"> The nomination period for DAMA Awards ends; deadline for submission of candidates. Chapter officers submit final nominations for DAMA Awards
October	1 st							<ul style="list-style-type: none"> The Election Committee begins assembling the ballot for DAMA International officer elections including all qualified candidates submitted by the chapter officers
	1 st							<ul style="list-style-type: none"> The Election Committee begins assembling the ballot for DAMA Awards elections including all qualified candidates submitted by the chapter officers
	15 th							<ul style="list-style-type: none"> Final budget consolidation ends; the VP of Finance distributes the final budget for each office. Final budget review begins
	15 th							<ul style="list-style-type: none"> The Election Committee completes the ballot for DAMA International officer elections and distributes the ballot to all chapter officers; voting begins
	15 th							<ul style="list-style-type: none"> The Election Committee completes the ballot for DAMA Awards elections and distributes the ballot to all chapter officers; voting begins
	31 st							<ul style="list-style-type: none"> Final budget review ends. No significant changes can be made on the final review; only clarifications. Final budget approval begins
November	1 st							<ul style="list-style-type: none"> Advisory Board nominations end; deadline for submission of candidates. Directors must have submitted nominations for Advisors
	1 st							<ul style="list-style-type: none"> The Election Committee completes the ballot for the Advisory Board selection and submits to the Board of Directors for their vote; voting for the Advisory Board begins
	15 th							<ul style="list-style-type: none"> Final approval ends; the budget is now approved for the following year
	15 th							<ul style="list-style-type: none"> DAMA International officers voting ends; the Election Committee begins vote count

Day	Admin	Budget	Election	Advisors	Awards	Activity
15 th						<ul style="list-style-type: none"> DAMA Awards voting ends; the Election Committee begin vote count
21 st						<ul style="list-style-type: none"> Vote count ends; the Election Committee announces the results from the DAMA International officer election to all members
21 st						<ul style="list-style-type: none"> Vote count ends; the Election Committee announces the results from the DAMA Awards election via e-mail to all members [NOTE: these are usually <i>announced at the conference</i>]
10 th						<ul style="list-style-type: none"> Voting for the Advisory Board ends; the Board of Directors submits their filled ballots to the Election Committee
10 th						<ul style="list-style-type: none"> The Election Committee begins vote counts for the Advisory Board and publishes the results from the election to the Board of Directors
31 st						<ul style="list-style-type: none"> The Election Committee must contact and receive confirmation from each of the selected Advisors on their commitment to serve in the Advisory Board for the upcoming year and will publish the Advisory Board membership for the upcoming year The DAMA Operations Office sends an e-mail to all officers reminding them to submit their Code of Ethics Certificate

2.2. Advisory Board Benefits

The Advisory Board is prestigious group and offers value and recognition to both DAMA International and those who form the Board. The following are the key benefits for both DAMA International and its advisors:

DAMA International Benefits from its Advisory Board:

- Intimate access to some of the IRM/DRM field's most recognized, active and knowledgeable contributors
- Active support and assistance in realizing DAMA International goals and objectives from influential experts in diverse sectors of the IRM/DRM community
- Dynamic publicity and exposure of the DAMA International organization from Advisors promoting DAMA International while speaking at seminars, conferences, classes, etc., in published articles, etc.
- Advisors may promote DAMA International and its benefits and services at conferences, seminars, courses and other events that an Advisor may host, conduct or participate in.
- General promotions, such as links from the DAMA International web site to the Advisor's URL and public acknowledgement of the work performed by the Advisor for DAMA International

Advisor Benefits from its Advisory Role to DAMA International:

- Access to DAMA members and their information, within the guidelines of this Handbook
- Public recognition of the Advisor's unique perspective and accomplishments in the IRM/DRM field

- Access to a broad range of IRM/DRM practitioners to expand the Advisor's knowledge, experience and networking
- Opportunity to use the DAMA International logo and web site URL on Advisor-generated publications as a resource toward greater understanding of IRM/DRM concepts and practices

2.3. Vendor Neutrality

DAMA International is a vendor-neutral professional organization. This position is essential to its mission in Data Management, including its long-term ability to be a credible standards-setting organization. As a vendor-neutral organization, DAMA International and its chapters will not endorse any product, service or other organization.

DAMA International welcomes opportunities to secure benefits for its members and chapters such as discounts, free admissions to conferences, door prizes, donations to bring in speakers, establishing scholarships, funding meeting costs, etc. In general these offers will include a quid pro quo in the form of placing brochures on chairs, notifying chapter members of a vendor's event, or having their sponsorship noted in other ways. Such opportunities do not constitute a deviation from our policy of vendor-neutrality.

These opportunities may arise at the DAMA International level or at a chapter level. Chapters should contact the DAMA International VP of Industry Services with questions on vendor relationships and, if necessary, for assistance in creating and implementing applicable policies. Chapters should convey the organization's vendor neutral position on their websites and directly to their members.

Vendor relationships should always be clearly represented as promotions and/or sponsorships and never as DAMA International or DAMA chapter endorsements.

For this policy to be viable it is also a fundamental requirement that chapters act with consistency.

Example Scenarios:

- **Acceptable:** A chapter sends out an e-mail announcing a vendor's event in exchange for a benefit, such as free software or training courses. Other vendors offering benefits of a similar nature and / or value are also able to have their events announced
- **Unacceptable:** A chapter decides that it will not allow a vendor to sponsor a speaker and put out promotional materials. The next meeting, the chapter allows a different vendor to do just that.

Examples of Beneficial Opportunities to Seek Out:

- A chapter approached a software vendor and asked it to sponsor a speaker in exchange for written acknowledgement and logos in the promotional emails and flyers and setting out brochures at the meeting
- A training vendor offered a chapter a free admission and general discounts for member registration in exchange for notifying its members of a symposium.

Developing Chapter Guidelines

- DAMA International encourages chapters to internally discuss their preferences for working with vendors and formulate basic guidelines if they find this guidance insufficient. This will not only improve the chapter's institutional memory but it might also spark its membership to think of new ways to benefit the chapter through such agreements. Acting neutrally and consistently is the key to have positive and mutually beneficial relationships with vendors
- Announcement of the chapter's vendor policy and its practice should be communicated via the chapter's website and published announcements (newsletter, flyer, brochure, etc.)
- Chapters should approach the VP of Industry Relations for DAMA International to seek guidance and to discuss any questions or concerns.

Global Relationships

DAMA International, from time to time, will enter into agreements with organizations which comply with (or whose bylaws and policies do not conflict with) the bylaws and policies of DAMA International to distribute event notifications, etc.

For example, DAMA and The Data Warehouse Institute (TDWI), have a long standing relationship of announcing each other's conferences. DAMA International believes these agreements provide value to DAMA members and are actively working to create new relationships with other organizations.

Conclusion

The number of people involved with data management related work is huge and growing world-wide. DAMA International strongly believes that the best way to foster the awareness of data management as a professional discipline and its own growth is to collaborate with both profit and non-profit organizations.

To preserve its vendor neutral status, the need for consistency in dealing with all other organizations must be held inviolate.

2.4. Unassigned Responsibilities

With the new web platform new opportunities have been identified but the responsibility to pursue is still pending; these include:

- Supporting chapters with e-commerce using the new platform
- Managing an electronic "DAMA Store"

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3. Policies

3.1. PLCY0001: Member Privacy

Replaces *PLCY9401.001: Mailing List & Member Database Usage*

Definition **Member:** includes all active members, prospects and inactive members of DAMA International and its affiliated chapters (or DAMA) as well as individuals who have provided their contact information to DAMA for purposes other than membership.

Personal Information: means any information that may be used to identify an individual, including, but not limited to, a first and last name, a home or other physical address and an email address or other contact information, whether at work or at home.

Policy DAMA International and its Affiliated Chapters worldwide (“DAMA”) are committed to respecting the online privacy of its members and recognize the need for appropriate protection of Personal Information entrusted to the association.

Member may visit DAMA's public Web pages (<http://www.dama.org>) without revealing any personal information.

Whenever a member chooses to provide DAMA with personal information on the Web, or through any other means, DAMA may use that information to conduct DAMA business in accordance with the organization's mission, purpose and goals and based on the member's opt-in and opt-out choices (as recorded in the DAMA Membership Database). This includes sharing this information within DAMA and its affiliated vendors or partners, within the member's country or around the world, in accordance with this policy and all applicable laws.

DAMA will take all reasonable measures to comply with all applicable laws designed to protect the member's privacy around the globe. Although legal requirements may vary from country to country, DAMA intends to adhere to the principles set forth in this Privacy Policy even when DAMA transfers the member's personal information from one country to another, especially when the receiving country may not require the same level of protection for personal information as the originating country.

Wherever DAMA collects personal information, it intends to post a purpose statement that explains why personal information will be collected and how it will be used inside and outside of DAMA. DAMA does not intend to transfer personal information without the member's consent to third parties who are not bound to act on DAMA's behalf unless such transfer is

legally required.

Whether the member's personal information is held within DAMA or on its behalf, DAMA intends to take reasonable and appropriate steps to protect the member's personal information from unauthorized access or disclosure.

Enforcement

Enforcement of this policy is the responsibility of the Ethics and Governance Office.

3.2. **PLCY0002: Reimbursement of DAMA International Officer Expenses**

History

Last Revised: March 2008

**Expense
Reimbursement**

DAMA International will provide its Directors with the reimbursement of customary and reasonable expenses not covered by their employers or other entities to enable them to participate in DAMA International meetings, projects and events as stated in this policy.

Advisors and Ex-Officio officers are welcome but not required to attend DAMA International meetings. If a special situation arises that requires their attendance, the President will notify them in advance of the meeting. In those cases where Advisors or Ex-Officio officers are required to attend a DAMA International meeting, the association will provide the same reimbursement of expenses afforded to its Directors.

On an exception basis, DAMA International may cover the expenses incurred by an Advisor or Ex-Officio Officer; these exceptions must be approved by directive of the President or majority vote of the DAMA International Board.

**Scope of Travel
Expense
Reimbursement**

DAMA International will reimburse its Directors, Advisors and Ex-Officio officers' expenses for up to an amount set by the Board in the last Board meeting of each year for the coming year.

The VP of Financial Services will communicate such amount to all members at the beginning of the year (Current Rules set for 2007):

- Airfare: from the officer's home location to the meeting location. Alternative locations may be covered up to the cost of the home location.
- Lodging: One or two nights (usually Friday and Saturday night when the meeting is scheduled for Saturday all day and Sunday morning).
- Conference Lodging: if a conference is collocated with the meeting, a maximum of 4 nights (Sunday-Wednesday nights) to attend the conference (for Directors only)
- Meals: \$30.00 per Diem for meeting days where DAMA International is not providing meals; non-meeting, travel days are also covered.
- Transportation: The least expensive transportation option unless there is a reasonable explanation for incurring additional expenses (e.g., if the shuttle is cheaper than a taxi, but the shuttle is not available at the time, then a taxi is

	covered)
Scope of Symposium or Conference Expenses	<p>When the DAMA International meeting is in conjunction with the DAMA International Symposium or a Regional Symposium:</p> <ol style="list-style-type: none">The conference fee will be waived for all DAMA International OfficersIf a Director chooses to participate in the event, DAMA International will cover reasonable and customary expenses not covered by the Director's employer or other entities for the eventIf an Advisor or Ex-Officio member chooses to participate in the event, DAMA International will not cover the expenses for participating in the event unless an exception is approved prior to the event.
Scope of Project and Administrative Expense Reimbursement	<p>DAMA International will pay reasonable expenses associated with an officer's project work within the limits established in the annual DAMA International budget. Significant expenses beyond those budgeted must be approved by a vote of the Board of Directors.</p> <p>DAMA International will pay reasonable copying and mailing charges for DAMA International business communications, although it is recommended that the Administrative Service Provider services be used for mass mailings if the board member's company does not subsidize such mailings.</p> <p>DAMA International will pay reasonable internet access charges for members to access Internet email when they are outside their local area.</p> <p>DAMA International will also pay reasonable long distance phone charges for Officers who must communicate by phone with members or one another, and whose employers do not subsidize such activity.</p>
Internet Email	<p>Each DAMA International Board member is expected to have Internet E-mail capability at their own expense.</p>
Submission of Reimbursement Requests	<p>Officers are responsible for submitting a request for reimbursement in writing to the VP Financial Services. See the "Submitting a Request for Reimbursement" procedure in the Financial Services section.</p>
Enforcement	<p>Enforcement of this policy is the responsibility of the VP Financial Services.</p>

3.3. **PLCY0003: Chapter Affiliation**

Eligibility	DAMA International will provide guidance in the establishment and affiliation of any reputable professional organization that meets the criteria for DAMA Affiliated chapters detailed in the DAMA International bylaws, Section X.
Initial Chapter Affiliation	<p>DAMA International will not adopt arbitrary chapter affiliation restrictions regarding Affiliated chapter membership size, chapter location or chapter name.</p> <p>For initial affiliation by DAMA International, see DAMA International Bylaws requirements for Member Chapter Responsibilities.</p>
Chapter Affiliation	After the initial chapter affiliation process is complete, a DAMA Affiliated chapter is affiliated with DAMA International. The DAMA Affiliated chapter will remain affiliated with DAMA International as long as the Affiliated chapter pays appropriate affiliation fees <u>and</u> as long as members of the Chapter abide by the DAMA International Code of Conduct and Ethics.
Chapter Disaffiliation	<p>DAMA International has the right and responsibility to disaffiliate any DAMA Affiliated chapter that fails to abide by the DAMA International Code of Conduct and Ethics or fails to pay affiliation fees timely.</p> <p>Any member of the DAMA International Board of Directors can initiate the disaffiliation process. The Board member will present the case to the DAMA International Board for consideration. Disaffiliation of an affiliated chapter requires a two-thirds vote of the DAMA International Board of Directors.</p>
Chapter Notification of Disaffiliation	After the DAMA International Board has voted to disaffiliate an affiliated chapter, the DAMA International President will send a letter of notification to the Affiliated chapter's Board officers. Also, a letter will be sent, if possible, to the membership notifying them of the change in status of the chapter and offering the members the opportunity to join another DAMA Affiliated chapter or become Members-at-Large and therefore remain affiliated with DAMA International.
Enforcement	The responsibility for enforcement of this policy lies with the DAMA Affiliated chapter officers, DAMA International VP of Chapter Services and the DAMA International Board of Directors.

3.4. **PLCY0004: Chapter Affiliation Fee**

Chapter Affiliation	It is the policy of DAMA International to recognize established DAMA Affiliated chapters as affiliates of DAMA International upon payment of an annual affiliation fee by the chapter to DAMA International. Chapter affiliation and disaffiliation procedures are detailed in DAMA International policy PLCY9601.006. Rights and responsibilities of affiliated chapters are covered in the DAMA International bylaws, Section X.
Affiliation Fee Basis	Chapter affiliation fee will be based upon the number of Chapter members on January 1 st of that calendar year
Affiliation Fee Amount	There is no fee for a Chapter In Formation (See policy PLCY9701.001). Each affiliated DAMA chapter will pay an affiliation fee; the current fee (set on 2006) is \$100.00 per year.
Due Date	Annual Chapter affiliation fees a calendar year are due and payable March 31 st of each calendar year. New Chapter fees are due and payable at the end of the first (1st) quarter of the second (2nd) year of operation.
Fee Changes	According to DAMA International bylaws, section XI.A, DAMA affiliated chapter affiliation fees will be recommended by majority vote of the DAMA International Board of Directors. Affiliated chapter fees are effective after they have been ratified by a majority vote of the President's Council.
General Liability Insurance	United States and Canadian chapters who have affiliated with DAMA International and paid all appropriate fees by each March 31 are covered by general liability insurance for that calendar year. Chapters who have not paid affiliation fees by March 31 are not covered until those fees have been paid, and coverage is not retroactive.
Enforcement	The responsibility for enforcement of this policy lies with the DAMA Affiliated chapter officers and DAMA International VP of Chapter Services.

3.5. **PLCY0005: Publications and Editorials**

History	Originally coded as procedure COMM200001.004 Last Revised: September 2007
Definition	<p>This policy outlines the general guidelines for the editorial content of publications written and/or distributed under the auspices of DAMA International, regardless of the communication channel.</p> <p>Specifically excluded are educational materials (such as the DRM Guidelines), and formal advertising for DAMA International symposiums.</p> <p>Specifically included: DAMA International newsletter and bulletins, web site, press releases, brochures, as well as articles written for newspaper and magazine articles not published by DAMA, including the DM Review monthly column.</p>
Content	<p>Content shall reflect, or be consistent with, the mission and goals of DAMA International. Individual views and opinions will not be sanctioned or published by DAMA International.</p> <p>Content shall be oriented toward the promotion of DAMA, and/or education and dissemination of information of interest to the data management community. Content shall be vendor-independent.</p> <p>The DAMA name and organization will be represented in a positive light.</p>
DM Review	<p>The purpose of the DAMA International page in DM Review is to market DAMA as an organization to both DAMA and non-DAMA members.</p> <p>The column shall contain information about DAMA International, DAMA Chapters, and/or IRM/DRM activities and information of interest to the data management community.</p> <p>Chapter Listings shall contain the name of the DAMA Chapter, by location, as well as contact information. Optionally, specific meeting and event information may also be included for each chapter.</p>
Approved Names	<p>DAMA International shall be referred to as:</p> <ul style="list-style-type: none">• DAMA International• DAMA International, Inc.• The Data Management Association• The Data Management Association International• The Data Management Association International, Inc. (this is the association's legal name)

Abbreviation may be used after first mention of the approved names. Approved abbreviation: DAMA-I.

Responsibilities

VP Communications is responsible for review and approval of DAMA International publications, as outlined in the Definition.

VP Online Services is responsible for review and approval of material published on the DAMA International web site.

DAMA International Board members are responsible for providing content for publication/dissemination b the VP Communications and VP Online Services.

For Chapter Listings in DM Review, each chapter is responsible for providing updated contact information to VP Communications.

Policy Change

Enforcement of this policy lies with the DAMA International Board of Directors.

Questions

Questions should be addressed to the DAMA International VP Communications.

3.6. **PLCY0006: Conflict of Interest**

Purpose

This policy is intended to protect the interests of DAMA International (DAMA-I), a tax-exempt organization, when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of DAMA-I or might result in a possible excess benefit transaction.

This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

Definitions

1. Interested Person

Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.

2. DAMA International Vendors

A person or organization that provides products or services to DAMA International or any of its affiliated chapters.

Examples of vendor in this category include: conference management providers, administrative services providers, internet and other information suppliers, and office goods suppliers.

Examples of organizations not considered vendors under this policy include: organizations that provide products and services to DAMA members and their employers, conference sponsors, grantors to the foundation, etc.

3. Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a) An ownership or investment interest in any entity with which the organization has a transaction or arrangement,
- b) A compensation arrangement with the DAMA-I or with any entity or individual with which the DAMA-I has a transaction or arrangement, or
- c) A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the DAMA-I is negotiating a transaction or arrangement. Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. Under Article III, Section 2, a person

who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

Procedures

1. Eligibility and Conflict of Interest

DAMA International's bylaws does not consider an individual eligible to Director or Advisor office if such person has an interest with an existing or potential vendor or provider to DAMA International or any of its affiliated chapters.

All candidates to DAMA International offices must disclose prior to accepting their nomination any potential conflict of interest and withdraw their candidacy or officer position when not in compliance with this policy.

2. Duty to Disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.

3. Determining Whether a Conflict of Interest Exists

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

4. Procedures for Addressing the Conflict of Interest

- a) An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- b) The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- c) After exercising due diligence, the governing board or committee shall determine whether DAMA-I can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not

give rise to a conflict of interest.

- d) If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

5. Violations of the Conflicts of Interest Policy

- a) If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- b) If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Records of Proceedings

The minutes of the governing board and all committees with board delegated powers shall contain:

- a) The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.
- b) The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

Compensation

- a) A voting member of the governing board who receives compensation, directly or indirectly, from DAMA-I for services is precluded from voting on matters pertaining to that member's compensation.
- b) A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from DAMA-I for

services is precluded from voting on matters pertaining to that member's compensation.

- c) No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from DAMA-I, either individually or collectively, is prohibited from providing information to any committee regarding compensation.

Annual Statements

Each director, principal officer and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:

- a) Has received a copy of the conflicts of interest policy,
- b) Has read and understands the policy,
- c) Has agreed to comply with the policy, and
- d) Understands DAMA-I is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Periodic Reviews

To ensure that DAMA-I operates in a manner consistent with educational purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:

- a) Whether compensation arrangements and benefits are reasonable, are based on competent survey information, and the result of arm's length bargaining.
- b) Whether partnerships, joint ventures, and arrangements with management organizations conform to the DAMA International's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

Use of Outside Experts

When conducting the periodic reviews as provided in this policy, the organization may at its discretion use outside advisors. If outside advisors are used, their use does not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

4. Standard Operating Procedures: Office of the President

The following are the standard operating procedures of the Office of the President of DAMA International.

4.1. PRES0001: Plan and Administer Board of Directors' Meetings

History	Originally coded PRES9401.001 Last Revised: September 2007
Schedule	Schedule Board of Directors' meetings for the entire year, by early December of the preceding year. The annual schedule should be provided to all Board members (current and new) by January 5 th of the year in question. Inform chapters so that they can send delegates to the meetings; chapter delegates are invited to attend all DAMA International Board of Directors meetings. The VP of Operations will provide the appropriate facilities for each meeting (see the VP of Operations Office for more details).
Plan Meeting Topics	<ol style="list-style-type: none">1. Review the prior agenda; carry forward items from that agenda as "old business" on the new agenda where it is appropriate.2. Contact Board members and chapter presidents to determine new issues that should be added to the agenda.3. Prepare draft agenda and related documentation4. Forward copy of draft agenda to Board members one to two weeks before the meeting.5. Provide supporting documentation (where available and appropriate) for agenda items two weeks in advance of the meeting.
Revise Meeting Agenda	Receive feedback from Board members and revise the agenda before the meeting. Forward the revised agenda to all Board members at least two days in advance of the meeting. If meeting in person, bring sufficient copies of agenda for expected attendees.

**Chair Board of
Directors' meeting**

Serve as Chairperson for all aspects of the meeting, open meeting, maintain agenda and monitor schedule of items, vote in case of tie among other voting members in attendance, close meeting.

Serve as Chairperson for all aspects of the meeting and conduct the meeting in accordance with Robert's Rules of Order. (Note: Robert's Rules of Order covers this process in detail. According to Robert's Rules of Order, the President may vote in all cases, and DAMA International does not make an exception.)

4.2. PRES0002: Send Chapter Affiliation Letters

History	Originally coded PRES200001.002 Last Revised: September 2007
Procedure	[Ekkehard: has this ever been practiced?] The DAMA International President shall officially notify each chapter of their affiliation status each year.
Frequency	Annually upon receipt of affiliation dues from the member DAMA chapter.
Qualification Requirements	Member chapters must fulfill affiliation requirements each calendar year as defined in PLCY9601.006 and PLCY9401.004. The member chapter must pay annual affiliation fees as defined in PLCY9401.004. All fees are due and payable by the end of the first quarter of the calendar year.
Confirmation Letter	In the beginning of the second quarter of each calendar year, the President of DAMA International shall send a letter to the Board of Directors of each member chapter for which affiliation dues have been received. In this letter the President shall officially certify the renewed affiliation of that member chapter with DAMA International for that calendar year. The President shall also send a letter to each previously affiliated chapter that has failed to maintain affiliation status notifying them of their “at risk of disaffiliation” status.

4.3. PRES0003: Contact for Legal Counsel

History	Originally coded PRES200001.003 Last Revised: September 2007
Procedure	The President shall be the sole member of the DAMA International Board of Directors to contact, or authorize contact with, the official DAMA International legal counsel.
Frequency	As needed by the Board of Directors to answer legal questions or perform legal responsibilities.
Legal Counsel	Larry Leonardson Frits, Knowles & Leonardson 10134 Main Street P.O. Box 804 Bothell, WA 98041-0804 Phone: (425) 486-0707 Fax: (425) 485-5278

4.4. PRES0004: Plan and Administer Executive Committee Meetings

History	Originally coded PRES9401.005 Last Revised: September 2007
Schedule	Schedule Executive Committee meetings for the entire year, by early December of the preceding year. The annual schedule should be provided to all Board members (current and new) by January 5 th of the year in question.
Coordinate Facilities Planning	Due to the smaller number of attendees, Executive Committee meetings generally require less preparation than full board meetings. It is the President's responsibility to coordinate the meeting facilities, whether meeting in-person or via teleconference. If this responsibility is not delegated, the president must plan for meeting facilities, food and arrange to communicate the time and location of the meeting to the Board of Directors.
Plan Meeting Topics	<ol style="list-style-type: none">1. Review the prior agenda; carry forward items from that agenda as "old business" on the new agenda where it is appropriate.2. Contact Executive Committee members to determine new issues that should be added to the agenda. (Executive Committee membership is established in the By-laws and is currently set to include the President, VP Operations, VP Financial Services, and Ethics Officer.)3. Prepare draft agenda and related documentation4. Forward copy of draft agenda to Executive Committee members one to two weeks before the meeting.5. Provide supporting documentation (where available and appropriate) for agenda items one to two weeks in advance of the meeting.
Revise Meeting Agenda	Receive feedback from Executive Committee members and revise the agenda before the meeting. Forward the revised agenda to all Board members at least two days in advance of the meeting. If meeting in person, bring sufficient copies of agenda for expected attendees.
Chair Board of Directors' meeting	Serve as Chairperson for all aspects of the meeting and conduct the meeting in accordance with Robert's Rules of Order. Note: Robert's Rules of Order covers this process in detail; according to these rules, the President may vote in all cases, there are no exceptions.

4.5. **PRES0005: Participate in DAMA Steering Committee Meetings**

History

Originally coded PRES9401.006
Last Revised: September 2007

**Participate in the
DAMA Steering
Committee
Meetings**

The DAMA Steering Committee was established in 2007 as a communication vehicle between DAMA International and the DAMA International Foundation. The President should be familiar with the terms of the agreement that established this Committee and serve as one of DAMA International's representatives to this Committee.

**Select the 2nd
DAMA
International
Representative**

The President is also responsible for selecting the other representative from DAMA International. A good practice is to seek nominations for this position from the DAMA International Board of Directors and have this selection ratified by the DAMA International Board of Directors.

4.6. **PRES0006: Develop & Maintain the Strategic Business Plan**

History	Originally coded PRES200001.003 Last Revised: September 2007
Purpose	...[my include a disclaimer if needed]
Procedure	[From the PRES0001.004 Maintenance of DAMA International Official Documents] ...[may include steps such as “set up,” “frequency,” “enforcement” and “maintenance” if appropriate]

4.7. PRES0006: Chair the DAMA Foundation Steering Committee

History

New procedure
Last Revised: September 2007

Purpose

...[my include a disclaimer if needed]

Procedure

...[may include steps such as “set up,” “frequency,”
“enforcement” and “maintenance” if appropriate]

5. Standard Operating Procedures: Office of Chapter Services

The following are the standard operating procedures of the Office of Chapter Services of DAMA International.

5.1. CHAP0001: Support New Chapter Formation

History

Originally coded CHAP9401.001
Last Revised: September 2007

New Chapter Kit

The DAMA "New Chapter Kit" was designed to assist prospective founders in establishing new DAMA chapters. This document is updated annually with current DAMA International Board information. Maintenance of this kit is the responsibility of the VP Chapter Services.

Common Sources of Interest in Founding New DAMA Chapters

- DAMA International inquiry received by DAMA International board member or Administrative Services Provider.
- Membership-At-Large inquiry received by DAMA International board member or Administrative Services Provider.
- Phone call by prospective founder to DAMA International Board member, DAMA Chapter officer, or Administrative Services Provider.

Next Steps Upon Receipt of Information Request

1. Send packet to prospective DAMA Chapter founder or founders. The packet should detail the following:
 - Welcome letter to the chapter founders with introduction materials
 - List of additional potential DAMA Chapter founders in the same geographic location derived from prospective members registered in the DAMA membership database
 - Link to DAMA New Chapter Kit
 - Link to current DAMA International Brochure
 - Other DAMA event brochures (e.g., DAMA International Symposium, Regional Meetings, DAMA International Newsletter, etc.)
 - Link to current DAMA International Bylaws
 - Link to current DAMA International Code of Ethics and Conduct
 - Current DAMA Chapter Fee structure
2. Follow-up letter, e-mail or telephone call by Chapter

Services to prospective new DAMA Chapter founders 4 to 6 weeks after packet was sent.

5.2. CHAP0002: Support New Chapter Foundation

History	Originally coded CHAP9401.002 Last Revised: September 2007
Initial Affiliation	<p>New DAMA Affiliated chapters must be certified for affiliation by DAMA International. Prospective new DAMA Member Chapters must meet the affiliation criteria detailed in DAMA International policy PLCY9601.006 - Chapter Affiliation.</p> <p>Responsibilities of a Member Chapter of DAMA International are detailed in the DAMA International Bylaws, section VIII, A.</p> <p>Upon certification, VP Chapter Services proposes acceptance of affiliation to the DAMA International Board.</p>
Upon acceptance of the chapter by the DAMA International Board, VP Chapter Services will:	<ol style="list-style-type: none">1. Welcome the new DAMA Affiliated chapter and provide contact information for the new Member Chapter's DAMA International liaison2. Have new DAMA Affiliated chapter officer contact information entered into the membership database3. Work with VP Online Services to establish Chapter membership database and to provide training for managing their chapter online (e.g., for inserting contact data for chapter officers)4. Work with chapter officers and VP Online Services to establish the DAMA Chapter web sub-site within the DAMA International web site5. Prepare new DAMA Affiliated chapter announcement for the DAMA International Newsletter6. Upon the completion of the initial chapter meeting, initiate payment of the chapter start-up grant, if such a program has been budgeted.
Chapter In Formation	<p>Organizations seeking to become new DAMA Affiliated chapters will be granted "Chapter In Formation" status for a period not to exceed eighteen (18) months.</p> <p>During the formation period, the group must be actively involved in developing bylaws, seeking incorporation and tax exempt status, building membership, and abiding by the DAMA International Code of Ethics.</p>
Chapter Fees	See procedure FINA0007 – Collect DAMA Affiliated Chapter Fees

5.3. CHAP0003: Monitor Chapters in Formation

History	Originally coded PLCY9704.003 Last Revised: September 2007
Chapter In Formation	<p>A group of individuals and organizations who are actively involved in the formation of a new DAMA chapter will be recognized by DAMA International as a DAMA "Chapter In Formation" for a period not to exceed eighteen (18) months.</p> <p>VP Chapter Services will notify the DAMA International Board and the new "Chapter in Formation" when that chapter has been placed in "Chapter in Formation" status.</p>
Chapter In Formation Responsibilities	During the formation period, the group must be actively involved in developing bylaws, seeking incorporation and tax exempt status, building membership, and abiding by the DAMA International Code of Ethics.
Chapter In Formation Benefits	<p>A Chapter In Formation will receive the following benefits:</p> <ul style="list-style-type: none">• assistance in chapter formation• DAMA International Chapter Liaison• DAMA International Newsletter• listing as a Chapter In Formation on the DAMA International Web Page• DAMA International discounts <p>A Chapter In Formation will not be covered by DAMA general liability insurance.</p> <p>A Chapter In Formation must complete the DAMA affiliation process within 18 months to continue to receive DAMA International benefits. Affiliation is covered in PLCY9601.006.</p>
Continuation of "Chapter in Formation" Status	If a Chapter In Formation is not able to complete the affiliation process within 18 months and the group desires to continue pursuing DAMA affiliation, a Chapter In Formation representative must submit to the DAMA International Vice President Chapter Services a request for continuance of the Chapter In Formation status.
Chapter In Formation Status Extension Request	<p>This request should contain the following information:</p> <ul style="list-style-type: none">• status of the Chapter In Formation affiliation process• roadblock(s) to completion of the affiliation process• Action plan for completion of the affiliation process, including schedule of anticipated completion of process <u>and</u> level of assistance needed from DAMA International.

The Vice President Chapter Services will review the request and submit a recommendation to the DAMA International Board. The Board will vote whether to continue Chapter In Formation Status and the length of additional time allotted to the chapter for completion of the affiliation process.

The Vice President Chapter Services will notify the representative of the Chapter In Formation of the Board's decision.

Enforcement

The responsibility for enforcement of this policy lies with the DAMA International Vice President Chapter Services.

5.4. CHAP0004: Terminating Chapters

History	Originally coded CHAP200001.004 Last Revised: September 2007
Purpose	<p>To set up a process in which members associated with a Chapter ceasing operations, if they wish to do so, can continue to be associated with DAMA International.</p> <p>DAMA International will solicit chapter members to become members of other active chapters. This will be based on the registered list of chapter members in the terminating chapter.</p> <p>The Vice President of Chapter Services has the responsibility to ensure that members of an ailing Chapter are given the opportunity to retain their DAMA International membership.</p>
Criteria for Chapter Closing	<p>The criteria for determining the closing down a Chapter includes:</p> <ul style="list-style-type: none">➤ 1 year without elections or there is no interest in new officers➤ Any chapter who does not affiliate with DAMA International for one (1) year➤ Any chapter who owes DAMA International affiliation fees over one (1) year➤ Existing Chapter Officers vote to close the chapter officially and notify DAMA International of such actions in an official letter to the President of DAMA International
Action Items/Process	<p>In the process of closing an existing Chapter, the officers of Chapter have an obligation to tell members that:</p> <ol style="list-style-type: none">1. Their chapter is being terminated and why2. Such chapter members are *eligible to become DAMA International Members-at-Large <p>As a part of this obligation, the officers should:</p> <ul style="list-style-type: none">• Explain the reasons why the chapter is closing its operation• Send a letter to the DAMA International President to inform of the chapter date and reasons for termination• Forward all documentation about the chapter's operation including:<ol style="list-style-type: none">1. Official copies of Incorporation Papers filed with the State where the Chapter operated.2. Official copies of Tax Filing papers received from the State.

3. The By-Laws of that Chapter
 4. A list of all Officers at the time of closing
 5. A Membership Listing and an electronic copy of the same
 6. Copies of previous year's financial reports (Balance Sheet, Income Statement, cash flows and Bank Statements) and closing financial reports at the date of termination)
 7. Copies of Federal Tax filings for the last three(3) years
 8. Copy of Closing Bank Statement.
- Provide a check made out to DAMA International for residual funds after all expenses have been paid. This money will revert to DAMA International after a period of three (3) years if a new chapter is not formed. The monies will be held in a special account earmarked for the geographic location of the terminating Chapter given the amount exceeds five hundred (\$500). Otherwise, the monies will be put into DAMA International's general fund.

**Identifying
Candidate
Recipient Chapters**

The VP of Chapter Services will maintain a list of recipient chapters to be used in case a chapter is terminated. A chapter can be placed on this list if the Chapter Officers sign an agreement to receive members released by a closing chapter.

[Need to develop this agreement the membership should be for either the remaining term of the closing chapter or one year; today, the only chapter openly accepting members under this condition is the Global Chapter. In the future, other chapters may want to do the same.]

**DAMA
Membership
Continued**

Upon receipt of the chapter's existing membership list, DAMA International's – VP of Member Services will send to each member a solicitation to become a member of other DAMA International active chapters.

DAMA International's VP of Member Services will notify the members of the terminating chapter of the existence of DAMA International's active chapters accepting incoming member transfers.

DAMA International will make this offer under the following conditions:

- The member must reply to DAMA International's solicitation within one (1) month of notification

**DAMA
International
Actions**

- ...

Upon notification, various officers of DAMA International will perform the following:

- VP of Member Services will inform the rest of the DAMA International Board of the completion of this process.
- VP of Chapter Services will remove the chapter from the Chapter List.
- VP of On-Line Services will remove all references to the Chapter from DAMA International's Webb site.
- VP of Financial Services will deposit all monies received from the terminated chapter based upon conditions stated earlier.

Under no conditions will DAMA International assume any debt from the former Chapter's operation.

Potential Benefits

Enable active members to remain active with no loss of value for their membership and with similar support from another active chapter.

A membership base for the formation of a new chapter or the re-formation of a prior Chapter with DAMA International's assistance.

A continued presence of DAMA International with members through the relocation program who are interested in maintaining membership.

5.5. CHAP0005: Develop & Maintain the New Chapter Kit

History	Originally coded PRES200001.003 Last Revised: September 2007
Purpose	...[my include a disclaimer if needed]
Procedure	[From the PRES0001.004 Maintenance of DAMA International Official Documents] ...[may include steps such as “set up,” “frequency,” “enforcement” and “maintenance” if appropriate]

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6. Standard Operating Procedures: Office of Communications

The following are the standard operating procedures of the Office of Communications of DAMA International.

6.1. COMM0001: Conduct Selection of the Individual Achievement Award

History

Originally coded COMM200001.001
Last Revised: September 2007

Definition

The Individual Achievement Award recognizes a data professional who has made significant, demonstrable contributions to the information resource management field consistent with DAMA International's vision.

Responsibility

VP Communications serves as the election coordinator.

Nominations

The DAMA International Board of Directors, at its discretion, nominates individuals for the annual Individual Achievement Award. Past winners and nominees are eligible in subsequent elections, but must be re-nominated; nominations are not rolled over from one year to the next.

Any DAMA International Board member may nominate an individual for consideration.

Chapters in good standing also may submit a nomination directly to the DAMA International Board for consideration.

Nominees are approved for the annual ballot by majority vote of the international board.

Voting

VP Communications submits the slate of nominees to Chapter Officers for voting. The voting period must cover at least 60 days.

The voting period must be concluded at least one month prior to the annual symposium, but may be conducted earlier, at the discretion of the VP Communications. Each year, the voting period must be published as part of the DAMA International Calendar of Events.

Each chapter has one vote. Each Chapter is responsible for determining its own voting process (i.e. full chapter participation or board vote).

No quorum of chapters is necessary.

In the event of a tie, the President or VP Communications casts the deciding vote.

Achievement award elections may be cancelled by majority vote of the DAMA International Board.

Eligible Voters	All affiliated DAMA International chapters in good standing and chapters-in-formation are eligible to vote.
Notification	VP Communications notifies the nominees of their inclusion on the ballot. VP Communications is responsible for notifying the winner and nominees of election results. DAMA International President is responsible for presenting the award to the winner, generally presented at the spring DAMA symposium.
Award Plaque	VP Communications is responsible for having the award made and delivered to the symposium for the award presentation, or to the winner directly, as appropriate.
Policy Change	Enforcement of this policy lies with the DAMA International Board of Directors.
Questions	Questions should be addressed to the DAMA International VP Communications.

6.2. COMM0002: Maintain Internal Communications (Newsletter)

History	Originally coded COMM200001.002 Last Revised: September 2007
Definition	Newsletters, bulletins, and other notifications published to DAMA chapter boards, the membership, and/or general public, by DAMA International, via printed or electronic media, including the DAMA International web site and list servers.
Frequency	Newsletters, bulletins, and other notifications will be published at the discretion of the VP Communications and/or the DAMA International Board.
Contents	<ul style="list-style-type: none">• The DAMA International newsletter and bulletins contain articles about DAMA International, DAMA Chapters, and DRM/IRM industry activities of interest to the DAMA membership.• More specific communications are made to DAMA chapter officers (all officers or specific subsets) as needed at the discretion of individual DAMA International Board members.
Contributors	Any DAMA member may submit an article or item to the Editor or Webmaster for publication. All articles and items are subject to editorial review and are published at the Editor's or Webmaster's discretion.
Editor	The Editor of the DAMA International newsletter and bulletins is the <i>VP Communications of DAMA International</i> .
Distribution	Distribution of the DAMA International newsletter, bulletins, and other notifications will be electronic or in paper copy, as dictated by current technology and membership requests. Distribution method is at the discretion of the VP Communication.
Policy Change	Enforcement of this policy lies with the DAMA International Board of Directors.
Questions	Questions should be addressed to the DAMA International VP Communications.

6.3. COMM0003: Develop & Maintain the Communications Plan

History

New procedure
Last Revised: September 2007

Purpose

...[my include a disclaimer if needed]

Procedure

[From the PRES0001.004 Maintenance of DAMA International
Official Documents]

...[may include steps such as “set up,” “frequency,”
“enforcement” and “maintenance” if appropriate]

6.4. **COMM0004: Maintain the Permanent List of Award Winners**

History	New procedure Last Revised: September 2007
Purpose	...[my include a disclaimer if needed]
Procedure	[From the PRES0001.004 Maintenance of DAMA International Official Documents] ...[may include steps such as “set up,” “frequency,” “enforcement” and “maintenance” if appropriate]

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7. Standard Operating Procedures: Office of Marketing

The following are the standard operating procedures of the Office of Marketing of DAMA International.

7.1. MKTG0001: Conduct Marketing and Publicity

History

Originally coded COMM200001.003
Last Revised: September 2007

Definition

Marketing and Publicity include press releases, articles, brochures and/or any communication directed toward promoting the mission, purpose, goals and/or activities of DAMA International and its member chapters.

Specifically included in the purview of this policy:

- Chapter listings and column in DM Review, as well as materials in other trade publications.
- The DAMA International web site.

Specifically excluded from the purview of this policy:

- Formal advertising and marketing for symposiums. **See Conference Services policy.**
- Formal advertising and marketing for non-DAMA events, products, and services.
- Paid advertising, DAMA discounts, and the DAMA Boosters program.
- Posting to DAMA International's electronic forums.

Contributors

DAMA International Board, DAMA International Advisory Board, and Chapter Board members are responsible for submitting items to VP Communication for dissemination.

Responsibilities

Unless otherwise stipulated by the DAMA International Board, VP Communications is responsible for review and approval of all marketing and publicity materials, as delineated in the Definition.

VP Communications is responsible for contacting outside parties, as needed, to publicize DAMA- related activities, initiatives, and events.

Content

Content shall adhere to the DAMA International Editorial Policy.

Policy Change

Enforcement of this policy lies with the DAMA International Board of Directors.

Questions

Questions should be addressed to the DAMA International VP Communications.

7.2. MRKT0002: Publish the DAMA International Brochure

History	Originally coded MEMB9501.003 Last Revised: September 2007
Purpose	The DAMA International Brochure is used to communicate information about DAMA International to prospective members and to solicit membership.
Maintenance	The VP of Marketing is responsible for the production and distribution of the brochure. The Brochure should be reviewed every two years (even years) and changed as appropriate.
Contents	Panel 1 - Organization name and Logo (Front 'cover') Mission statement Panel 2 – Purpose and Goal Panel 3 - Description of 'Enterprise Information Management' Panel 4 - Description, continued Membership benefits Panel 5 - Membership information request form Panel 6 - Return address (back side of information request form) Panel 7 – Instructions for joining Membership Categories Panel 8 - 'Mail to' blank form with return address
Distribution	As needed to DAMA International Board of Directors members (new board members should receive 25 copies when they join the board.) Chapters can request copies of the brochure through their chapter liaison, or the VP of Marketing. Additional copies of the brochure may be given to vendors to assist in DAMA International promotion.

7.3. MKTG0003: Provide the DAMA International Overview Package

History	New Procedure Last Revised: September 2007
Purpose	The DAMA International Overview package is a presentation (PPT) or similar document that can be used to provide speeches and presentations by all Board Officers.
Due	Must be updated annually on or before the January meeting.

7.4. MKTG0004: Conduct DAMA International Surveys

History	New procedure Last Revised: September 2007
Purpose	...[my include a disclaimer if needed]
Procedure	...[may include steps such as “set up,” “frequency,” “enforcement” and “maintenance” if appropriate]

7.5. **MKTG0003: Provide DAMA International Logo Use & Application Guidelines**

History

New Procedure
Last Revised: September 2007

Purpose

...[my include a disclaimer if needed]

Procedure

...[may include steps such as “set up,” “frequency,”
“enforcement” and “maintenance” if appropriate]

8. Standard Operating Procedures: Office of Conference Services

The following are the standard operating procedures of the Office of Conference Services of DAMA International.

8.1. CONF0001: Manage DAMA International Conferences

History

Originally coded CONF9401.001
Last Revised: September 2007

Meetings

DAMA International will sponsor at least one international conference in the United States each year. DAMA International will also sponsor at least one international conference in London or some other designated European city each year.

Site Selection

- The VP Conference Services is responsible for working with the Conference business partner in determining appropriate sites for U.S. based DAMA International conference, spreading the responsibility across the United States.
- The DAMA International U.S. based conference should vary the locations as appropriate.
- The VP Conference Services is responsible for working with the Conference business partner for the DAMA Europe conference each year. Currently the conference is held in London in conjunction with the European Quality Conference and the European Metadata Conference.

Scheduling

- The annual DAMA International U.S. based Conference should be scheduled every spring (March/April/May). A fall conference may also be planned at the discretion of the Board of Directors.
- The annual DAMA International European conference is held the end of October or first week of November each year.
- Care should be taken to ensure that conference schedules do not conflict with holidays, major events, or other related organization conferences.

TIME/ACTIVITY

1-2 years in advance

All Conferences: The hotel and conference facility are booked from 1 – 2 years in advance of the conference dates.

6-7 months in advance

All Conferences: Issue the Call For Papers

U. S. Conference: Appoint a Speaker Selection committee consisting of 5 members from different DAMA chapters. The chapters cannot participate on this committee again for a minimum period of 3 years or until every Chapter has an opportunity to participate.

4-5 months in advance

All Conferences: Have brochure developed and printed by conference provider. Provide DAMA membership list to conference planner. Post notice of conference on DAMA website.

U. S. Conference: Choose speakers based on input from Speaker Selection Committee.

European Conference: V.P. Conference Services chooses speakers and submits copy to DAMA European conference planner in mutually agreed upon format.

2-3 months in advance

All Conferences: Conference planner to mail brochures to mailing lists

U. S. conference:

- Order attendee gifts, speaker gifts, and DAMA award plaques as required.
- Reserve conference room for DAMA Board meeting for entire week (if possible) and for Saturday and Sunday preceding conference (mandatory).
- Make dining arrangements for Board and President Council breakfast and lunch with hotel or local restaurant. Plan one joint brunch or dinner for Board and President's Council and Speaker Selection committee on Sunday of conference.
- Arrange DAMA sponsored meeting on Monday night of conference with appetizers and drinks.
- Arrange for hotel to provide tables for literature on Monday night.
- Arrange to have DAMA booth at vendor fair during conference.
- Buy "give-away" advertising DAMA for DAMA booth.
- Arrange book signing for DAMA booth. Solicit books for booth raffle if possible.

European conference:

- Arrange Monday night dinner for International Board and Chapter Presidents
- Order booth “give-away” advertising DAMA.

1-2 months before

Arrange to have DAMA brochures, booth “give-away” and DAMA banners shipped to conference for DAMA booth.

Ask Board members to supply printed material detailing their accomplishments/services to be used in booth as hand-outs.

1-2 weeks before

U.S. conference:

- Appoint Board members and members of Speaker Selection committee to introduce DAMA track speakers.
- Appoint Board members to act as hosts of DAMA booth during vendor fair.
- Manage schedule of Board conference room for people requesting the room for various meetings, ICCP exams, working sessions, etc.

Conference Size

- The annual U.S. based DAMA International Conference should be held in a hotel or convention center which can accommodate between 800-1000 people. The DAMA portion of the conference will consist of
 - 4-5 Pre-Conference Tutorials
 - 4-5 Workshops
 - 1-3 Keynote Speakers
 - 3-5 Tracks
 - 2-3 Post-Conference Tutorials
 - Held over 3-4 days
- The annual European DAMA International Conference should be held in a hotel or convention center which can accommodate between 300-400 people. The DAMA portion of the conference will consist of:
 - 1 Keynote
 - 4-8 full day or ½ day tutorials/workshops

- 3 Tracks
 - Held over 3-4 days
 - The format of both DAMA International Conferences should be specified in the agreement with the conference business partners.
- Organization** The conference is sponsored by DAMA International and can be hosted by one or more local Affiliated Chapters. DAMA International may sponsor a conference or symposium without local chapter involvement.
- Preparation**
- Planning for the U. S. based conference should begin 1 to 2 years prior to the actual date.
 - Planning for the European conference should begin 8 months prior to the actual date.
 - Regional conferences or DAMA Days are at the discretion of the local chapter planning the event.
 - Specific timelines are included in the Conference Planning Handbook (available to all affiliated DAMA chapters).
- Conference Management**
- DAMA International will form a partnership with recognized conference planners to ensure that local arrangements, conference finance, conference communication and program activities are handled properly. DAMA International provides conference planning assistance in the form of, speakers for the DAMA tracks, and consultation by the VP Conference Services to ensure:
- A Call for Speakers sent in timely manner for both conferences. The VP Conference Services writes the Call for Papers for the DAMA Europe conference and sends it to the conference planner for distribution.
 - For the DAMA International European Conference, the VP Conference Services chooses the keynote and the speakers for the conference tracks, workshops, pre- and post-conference tutorials from the submissions made to the Call for Papers and with the assistance of the conference planner.
 - For the DAMA International European Conference, The VP Conference Services write the copy for the brochure for all DAMA speakers and keynotes. He also assists the DAMA President in writing an Introduction to the Conference and in submitting the copy for the DAMA International meeting to be held during the conference.
 - For the U.S. based Conference, a Speaker Selection committee of 5 members from 5 different DAMA chapters is

appointed to assist in the selection of qualified speakers. The chapters cannot participate on this committee again for a minimum period of 3 years or until every Chapter has an opportunity to participate.

- The Speaker Selection committee members receive free registration at the U. S. conference for which they have been appointed
- Invitations to keynote speakers sent in timely manner
- Mailing label information is received from all DAMA chapters
- Brochures delivered in timely manner to DAMA chapters and the DRM/IRM public
- Reasonable hotel and conference facility contracts are established
- Insurance requirements are fulfilled
- Reasonable expectations on size and attendance are maintained

Speaker Payment

- All speakers receive free registration for the DAMA International Conferences and Audio/visual services.
- Conference track, or regular, speakers are not paid expenses or fees.
- Fees and covered expenses for keynote speakers, workshops, and tutorial presenters are determined based upon the agreement with the conference service business partner.
- Keynote speakers are paid a fee, mutually agreed upon, toward their expenses if requested.

Finance

- DAMA International will pay the expenses incurred for DAMA International Board meetings held in conjunction with the conferences.
- DAMA International will pay for meeting expenses incurred during the Advisory Board and President's Council meetings at the annual international U. S. conference.
- DAMA International Board Members receive complementary registrations to the annual DAMA International U. S. based conference complementary hotel room expenses at the conference hotel, and meals during the conference.
- DAMA International will pay the expenses of the DAMA International President and VP Conference Services for the

DAMA European conference as budgeted in the annual DAMA International Budget.

- Funding for the conference is expected to come from registrations, sponsorship donations, and vendor exhibit fees.

**Conference
Cancellation**

Major Expense Items for consideration for conference cancellation are:

- Hotel and Conference Site
- Brochures
- Mailings
- Proceedings
- Gifts and
- Speakers' fees

8.2. CONF0002: Publish the Conference Planning Handbook

History

Originally coded CONF9501.001
Last Revised: September 2007

Contents

- 1) Conference Definition and Planning
 - a) Conference Definition, Title and Logo
 - b) Organization Structure
 - c) Financial Administration
 - d) Conference Theme, Format, and Topic Considerations
 - e) Conference Facilities and Negotiations
 - f) Guest Accommodations Negotiations
 - g) Conference Reception Planning
 - h) Conference Fees and Complimentary Attendance
 - i) Transportation Agreements
- 2) Pre-Conference Considerations
 - a) Conference Communications and Promotions
 - b) Mailing Lists
 - c) Call for Speakers
 - d) Speaker Selection, Acknowledgments, Papers
 - e) Panel Formats
 - f) Conference Brochures
 - g) Conference Pre-Registration, and Attendee Acknowledgment
 - h) Conference Attendee Packets and Name Tags
 - i) Conference Proceedings and Evaluation Questionnaire
 - j) Vendor Showcase Planning and Agreement
 - k) Conference Sponsorship and Agreement
- 3) Conference Administration
 - a) Facilities Preparation and Administration
 - b) Conference Registration
 - c) Speaker and Session Facilitation
 - d) Conference Checklist
 - e) Vendor Showcase Administration
- 4) Post Conference Consideration
 - a) Attendee Follow-up
 - b) Speaker Follow-up
 - c) Vendor Showcase Follow-up
 - d) Conference Financial Statement
- 5) Appendices
 - a) Sample Conference Project Plan and Milestone Timeline
 - b) Conference Budget Spreadsheet
 - c) Sample Brochure
 - d) Sample Proceedings
 - e) Sample Forms

Distribution

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9. Standard Operating Procedures: Office of Research and Education

The Office of Education and Special Projects of DAMA International is also known as the Office of Education. The following are the standard operating procedures of the Office of Education and Special Projects of DAMA International.

9.1. EDUC0001: Manage Information & Data Management Research Projects

History

Originally coded EDUC9401.001
Last Revised: September 2007

Definition

A project sponsored by DAMA International should represent a group of DAMA members who have joined to produce a deliverable which will help further the cause of DRM/IRM in the industry.

Project Initiation

Each potential project leader will prepare a project request that will be submitted to the DAMA International VP Education and Special Projects. The DAMA International Board of Directors will review the project request before a project is formally accepted as a DAMA International sponsored project.

A project request will include the following items of information:

- Purpose of the project
- Project description
- Benefit to DAMA membership
- Scope of the project
- Expected deliverables
- Estimated costs (DAMA International & project lead organization)
- Roles and responsibilities (including DAMA International & project lead organization and possible DAMA Foundation involvement)
- Project contact information

Project requests will be evaluated against:

- Support of DAMA bylaws, purpose and goals
- Benefits to DAMA membership
- Duplication of other projects objectives and deliverables, including work underway through DAMA Foundation

The DAMA International VP Education and Special Projects

will notify the project leader regarding approval of the project request.

Project Planning

A project plan will be submitted within 3 months of the project request approval by the DAMA International Board of Directors. The project plan should show all project activities over the life of the project. Project plans must be realistic and achievable within 24 months or less. The DAMA International VP Education and Special Projects will assist the project team in coordination with other related projects, if applicable.

A project plan will include:

- Project description
- Project objectives
- Project milestones
- Time line indicating specific tasks, responsible parties, deliverables
- Expected costs (itemized), estimated milestones and completion dates.

Updates to project plans will be sent to the VP Education and Special Projects as appropriate.

Liaise with DAMA Foundation on Projects to coordinate efforts and submit to the Steering Committee as necessary.

Funding

The DAMA International Board of Directors must approve partial funding by DAMA International for projects. Funding will not be considered until a project request, project plan and budget have been reviewed and approved by the DAMA International Board of Directors.

After funding has been approved, project expenses will be sent to the VP Education and Special Projects for approval before being forwarded to the VP Financial Services for payment. Project expenses paid by DAMA International must be within the project budget allocated by the DAMA International Board of Directors.

Status Reports

Project leaders will submit to the VP Education and Special Projects quarterly status reports detailing project progress, issues, and milestones achieved at least one week prior to each DAMA International Board of Directors meeting.

Report to the Steering Committee as necessary on Projects.

Evaluation

At a minimum, sponsorship and funding of projects will be reviewed annually by the DAMA International Board of Directors.

In order to ensure that the project results are consistent with the goals, purpose and bylaws of DAMA International, certain checkpoints will be established. The checkpoints will correspond to the milestones listed in the project plan.

Projects will be reviewed against their progress, costs, benefits and support of DAMA International bylaws, purpose and goals. Degree of coordination with related projects will also be a factor where applicable.

DAMA Project Information

VP Education and Special Projects will provide updates to the VP On-Line Services regarding DAMA International sponsored projects for the DAMA web site.

The information provided will include:

- Project Goal
- Project Description
- Project Contact data
- DAMA International VP contact

Project Outline

A typical project would include the following:

- Project request
- Project plan
- Project budget
- Project roles and responsibilities
- Resources (names and Resumes) with any affiliations to DAMA noted (per conflict of interest policy)
- Project organization chart
- Status reports
- Draft deliverable
- Deliverable in presentation format

9.2. EDUC0002: Act as the Liaison to the ICCP

History	Originally coded EDUC9401.002 Last Revised: September 2007
Definition	The Institute for Certification of Computer Professionals (ICCP) is an organization that certifies computer professionals. DAMA International is a Constituent of the Society of ICCP. Two ICCP liaisons serve as ex-officio members on the DAMA International Board. One is designated the 'primary' for reporting purposes and both serve as the DAMA International liaison to the ICCP.
Responsibilities	<p>The following are the responsibilities of the VP Education and Special Services concerning the role of liaison to ICCP:</p> <ul style="list-style-type: none">• Review communication from ICCP and DAMA ICCP liaison• Relate relevant information from ICCP to the DAMA membership through correspondence to Chapter Presidents or DAMA International Newsletter articles• Communicate with the ICCP as necessary regarding DAMA International• Inform DAMA membership that DAMA meetings and conferences count as contact hours for ICCP re-certification• Provide information regarding ICCP to interested DAMA members• Provide ICCP contact information to interested DAMA members• Monitor the ICCP DAMA sponsored examinations and recommend revisions and new questions or arrange for same as required.• Report to the Board any changes in our relationship to ICCP• Maintain ICCP / Chapter benefits and provide communication information on these (e.g., shared revenue with chapters for ICCP CDMP education sessions).
Manage the Revenue Sharing Program	<p>This program will start as of September 20, 2007.</p> <p>When DAMA International chapters sponsor ICCP exams for the CDMP, they are eligible for a fee-sharing opportunity with ICCP to receive back 10% of the fee paid for each exam taken.</p> <p>The way DAMA chapters are eligible for this benefit is to sponsor and proctor exam sessions at their chapter meetings. Candidates to the CDMP pay \$250.00 for each exam taken.</p> <p>The applications are sent to the ICCP office for processing.</p>

Subsequently, a check will be sent to the DAMA chapter designate in the amount of 10% of the total exams taken.

The check will be made out to the DAMA Chapter.

9.3. EDUC0003: Provide Education and Publication Services

History

Originally coded EDUC9401.003
Last Revised: September 2007

Definition

The VP of Education and Special Projects will support services of an education and publication nature. The list of service programs under this responsibility include:

- DAMA International publications, whether the content is DAMA International's or otherwise
- Web resource on education & certification resources
- Speaker tours
- Education Committee
- Education listserv

Responsibilities

The following are the responsibilities of the VP Education and Special Services concerning education and publication program:

- Monitor and report to the Board significant trends in education that are of interest to membership.
- Support access to education resources for the membership through the web and other means
- Maintain and enhance DAMA International publications
- Ensure supply and sales infrastructure for DAMA International publications
- Report to the Board on status of education and publication program
- Make recommendations on the education and publication services program to the Board and Chapters
- Support DAMA International speakers tours program
- Chair the Education Committee and any other standing Committee as instructed.

9.4. EDUC0004: Manage Special Projects

History	Originally coded EDUC9401.004 Last Revised: September 2007
Purpose	Conduct and report on the special project to DAMA International Board and Presidents Council as appropriate.
Procedure	The VP Education and Special Projects will carry out special Projects of DAMA International that the Board deems as such. These projects may cross many Office responsibilities, or be assigned as a project due to workload considerations of the Board as a whole.

9.5. EDUC0005: Manage Speaker Tours

History

New
Last Revised: September 2007

Definition

Publicize the Speaker Tour Program through direct communication with the Chapters and through website information

Responsibilities

- Respond to questions re the Speaker Tour program
- Maintain the FAQ, submission instructions and funding request template as needed, and publish these aids on the website for chapters to download/use
- Mediate with chapters to improve tour participation
- Approve initial budget for tour with VP Finance or pass the approvals to other VP's if a conflict of interest is involved (i.e. the VP is a member of a chapter that is requesting funding
- Approval final funding request based on actual costs
- Review the program funding annually and make recommendations to the Board for changes
- Report at least once annually on the Speaker Tour Program to the Board

9.6. EDUC0006: Maintain DAMA International Intellectual Property

History	New (one of the items under PRES0001.004 Maintenance of DAMA International Official Documents) Last Revised: September 2007
Purpose	Maintain DAMA DMBOK intellectual capital
Responsibilities	<ul style="list-style-type: none">• With the DAMA Foundation and Steering Committee, maintain existing DAMA DMBOK intellectual capital, arrange for archiving of older materials, and promote current and future efforts• Arrange for BOWKER – BOOKS IN PRINT listing and keep up to date• Arrange and maintain relationship as a publisher with AMAZON, with appropriate up-to-date listings• Support the DAMA administration assistant in fulfilling publication orders• Arrange for and sign off on publishing contracts that have been approved by the Board• Report on sales to the Board at a minimum once per year• Recommend Pricing structures for publications for Board approval• Authorize complementary publication copies on behalf of DAMA• Create and issue publication flyers as necessary to interested parties and events.• Maintain ISBN master list and issue ISBN numbers to DAMA publications• Maintain a standardized DAMA publication cover template• Maintain and report to DAMA on the shared revenue due, received with regards to ICCP and other partners as required• Instruct the DAMA assistant on retiring of publications, special promotions, shipping issues, reprinting approval, bulk sales approval, conference publication provision• Project annual sales and revenue for budgeting purposes during the annual DAMA budgeting cycle

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10. Standard Operating Procedures: Office of Financial Services

The following are the standard operating procedures of the Office of Financial Services of DAMA International.

10.1. FINA0001: Manage and Control Financial instruments

History	Originally coded FINA9401.001 Last Revised: September 2007
Check Signing Privileges	<p>The VP Financial Services and President have check signing privileges. A change of signature card must be filed with the bank whenever a change of officers occurs.</p> <p>To maintain accurate record keeping, the President should refrain from writing checks unless absolutely necessary, and should <u>immediately</u> inform the VP Financial Services of having written a check (date, amount, purpose, account).</p> <p>VP Financial Services is responsible for ensuring that the outgoing President turns over blank checks to the incoming President.</p>
Mailing Address	The DAMA International official address should be used on all official documents, tax returns, etc. However, the VP Financial Services should have all bills and monthly statements sent to his/her local address.
Joint Account Monitoring	Separate accounts are established for DAMA symposia and conferences, frequently by the local affiliated chapter with assistance and oversight from the VP Financial Services.
Bank Information	Seafirst Bank - Kirkland Branch 101 Kirkland Avenue Kirkland WA 98033 (USA) ABA Routing Number: 125000024 Account Number: 41337-403
Job Turnover Checklist	<ol style="list-style-type: none">1. Turn over and give detailed explanation of all files.2. Turn over electronic files (Quicken) and software.3. Turn over list of all accounts using our Tax ID and the contact for the account.4. Turn over check numbers of blank checks held by other officers.5. Turn over all outstanding business such as loans made to chapters, affiliation fees or other fees owed, etc. These items should be highlighted during turnover.6. Turn over all associated documentation for financial records.

10.2. FINA0002: Process Accounts Payable

History	Originally coded FINA9401.001 Last Revised: September 2007
Check Processing/ Income Distribution	The VP Financial Services and the President have check writing authority for the DAMA International checking account. It is the responsibility of the VP Financial Services to approve all payments.
Pay bills	<ol style="list-style-type: none">1. Maintain a list of categories of income and expenses2. Pay bills against and post income to the appropriate category.3. Create/maintain an expense report form that delineates expenses by project. The new Board of Directors determines list of projects in the first meeting of the year.4. Records are kept in Quicken, which handles categories, projects and budgets. Quicken data files should be maintained and transferred to each new VP Financial Services (Treasurer).

10.3. FINA0003: Process Tax Filings

History Originally coded FINA9401.001
Last Revised: September 2007

Federal Tax ID *91-1437086*

File Income Taxes and Prepare Financial Statements These are prepared by our accountants and must be mailed by May 15th. Send records to:

Anderson, Swanson, Mallonee, Senger
19119 North Creek Parkway
Bothell, WA 98011-8002
Tel: (206) 487-6888
Fax: (206) 487-6889

Note: Legally, DAMA International is not required to file for any year in which our receipts against the DAMA International Tax ID are less than \$25,000 (as of 1994). However, it is better to continue filing than to incur governments questioning the reason for discontinuing the filings.

1099 Forms for Individuals DAMA I pays A 1099 form must be filed for everyone DAMA International pays more than \$500 a year for any services. The accountant will prepare the form (see above). The employee's copy must be mailed by the end of January and the government's copy must be mailed by the end of February. (The one-month delay allows the employee to report errors to the accountant and have a corrected form reissued.)

Mailing Tax Forms Mail all 1040's and 1096's Certified and Return Receipt Requested.

10.4. FINA0004: Set Operating Budget

History	New procedure Last Revised: September 2007
Purpose	Provide DAMA International with the Operating Budget for the year
Prepare Annual Budget/Monitor Expenses	The budget will usually be discussed at the first Board of Directors meeting of the year, and money allocated to projects. It is the responsibility of the VP Financial Services to monitor expenses against allocation.
Due	Must have a final and approved budget by January 1 st of the year.
Revised	September 2007

10.5. FINA0005: Issue Statements of Financial Status

History	New procedure Last Revised: September 2007
Purpose	Provide DAMA International with a quarterly statement of its financial activity and status.
Procedure	
Due	30 days after the end of the fiscal quarter.

10.6. FINA0006: Set DAMA Affiliated Chapter Fee

History	New procedure Last Revised: September 2007
Purpose	To set the DAMA International Chapter Fees for the upcoming year
Due	Must be revised annually and approved by the Board of Directors on or before January 1 st of the year the fees will be in effect.

10.7. FINA0007: Collect DAMA Affiliated Chapter Fees

History	Originally coded CHAP9606.001 Last Revised: September 2007
Correspondence with Affiliated chapter	DAMA International forwards DAMA Affiliated chapter Affiliation Fee form to DAMA Treasurer with supporting instructions according to Affiliated chapter Affiliation Fee (PLCY9401.004).
DAMA Chapter Actions	<ol style="list-style-type: none">1. Complete Affiliated chapter Affiliation Fee Form2. Issue a check from the DAMA Affiliated chapter.3. Send completed forms and check to DAMA International VP Financial Services.
DAMA International Agent	Upon receipt of completed chapter affiliation fee form and check by any authorized DAMA International agent, said agent should perform the following: <ol style="list-style-type: none">1. Send copies of chapter affiliation fees affiliation form to:<ol style="list-style-type: none">a. DAMA International administrative support personnelb. DAMA International - Vice President of Chapter Servicesc. DAMA International - Vice President of Operations2. Send original copy of chapter affiliation fees, affiliation form and the check to:<p style="margin-left: 40px;">DAMA International - Vice President Financial Services (Treasurer)</p>
DAMA International - Administrative Support	Upon receipt, DAMA International administrative support personnel shall: <ol style="list-style-type: none">1. Record said payment in DAMA International chapter information master matrix2. File paperwork in affiliated chapter affiliation fees file3. Send appropriate number of DAMA International membership cards to agent listed on chapter affiliation fees affiliation form4. Record sending of appropriate number of DAMA International membership cards in DAMA International chapter information master matrix5. Account for the transaction in the DAMA International quarterly report6. Account for the transaction of sending membership cards in

**DAMA
International - VP
Financial Services
(Treasurer)**

the DAMA International document ordering form

DAMA International vice president of finance shall:

1. Record this payment in accordance with prudent fiscal procedures
2. Deposit check

10.8. FINA0008: Issue Expense Reimbursements

History	New procedure Last Revised: September 2007
Request for Reimbursement	DAMA International officers must fill out a Request for Reimbursement (see Attachment a for a sample form) and attach all the appropriate receipts and documentation.
Request Guidelines	<ol style="list-style-type: none">1. DAMA International officers are asked to seek alternative sources to fund DAMA International trips whenever possible. Most employers are willing and able to pay for their employees' expenses in the spirit of contributing to causes such as DAMA International.2. For trips and event related expenses, expenses must be filed within 15 days of the event.3. A separate expense reimbursement form should be completed for each "purpose" (e.g., specific meeting or request for reimbursement). Documenting a series of non-meeting-related expenses (such as supplies and telephone calls) is appropriate for a single expense reimbursement form.4. Please e-mail an electronic copy of the completed Expense Reimbursement Request form (to VP_Financial_Services@DAMA.org) in addition to mailing via postal mail the required signed hardcopy with original receipts to: DAMA International PO Box 21 Budd Lake, NJ 07828-00215. When submitting multiple Expense Reimbursement Requests together, the requestor must indicate whether a single consolidated reimbursement check or separate checks is preferred. If this is not stated, a consolidated check will be sent to the requestor.6. Non-US Board Members must submit Expense Reimbursement Request in USD (US Dollars). Expenses incurred in non-USD currency should be documented in the Remarks section of the form (use numbers on the line items and the remarks to cross-reference remarks with individual line items). The remarks must indicate the non-USD amount, the currency, and the exchange rate used. For non-US requestors, if there is a currency exchange penalty, the requestor must include this amount on the expense request.7. All questions must be directed via e-mail to

VP_Financial_Services@DAMA.org.

8. The form must be filled out in accordance with the attached instructions; non-compliance may cause unnecessary delays and resubmissions.

Payment Issuance

The VP of Financial Services will receive and approve all requests and issue a check payment via postal mail to the requestor's address as stated on the form within 30 days of the receipt of the request. All payments are issued in USD.

10.9. FINA0009: Maintain Liability insurance

History	New procedure Last Revised: September 2007
Purpose	Provide liability insurance for the association and its directors as well as for association and chapter events.
Procedure	...[may include steps such as “set up,” “frequency,” “enforcement” and “maintenance” if appropriate]

10.10. FINA0010: Manage the Budgeting Process

History	New procedure Last Revised:
Purpose	Provide guidance and controls to the budget developing process. ...[my include a disclaimer if needed]
Procedure	...[may include steps such as “set up,” “frequency,” “enforcement” and “maintenance” if appropriate]

11. Standard Operating Procedures: Office of Industry Services

The following are the standard operating procedures of the Office of Industry Services of DAMA International.

11.1. INDU0001: Manage the Booster Program

This needs to be revised per our return to our old discounters program.

History	Originally coded INDU200001.001 Last Revised: September 2007
Overview	DAMA International has established the DAMA International Boosters Program to provide a place for the data management community to locate vendors who offer data-related products and services and also provide a means for sponsors to publicize their support of DAMA International. The DAMA International Boosters Program will contain two types of listings: DAMA International Sponsors and DAMA International Discounters. These listing will be maintained on the DAMA International Internet web site. Each listing will include the name of the organization, point-of-contact information, and a brief summary of data management related products and services. Boosters may also include hot links to their organizational Internet home page and/or point-of-contact email address as part of their listing. If a Sponsor is also a Discounter, the Sponsor will be listed in both the Sponsor listing and the Discounter listing but will only pay the Sponsor listing fee. Counters will record number of hits on each of the DAMA International Boosters Program listings.
Discounters	Discounter listings will also include a brief statement of discounts offered by a Booster for each product or service. Benefits: <ul style="list-style-type: none">Publicity as a DAMA International Booster via the DAMA International Internet web sitePublicity of data management related services and productsPublicity of DAMA member discounts on specified data management related services and products
Sponsors	If desired, Sponsors may communicate their sponsorship by displaying the DAMA International Sponsor logo. Use of the Sponsor logo is bound by the terms and conditions as outlined below. Also, a brief summary of the Sponsor's data management related products and services may be included, whenever feasible in the DAMA International newsletter and in proceedings of DAMA International co-sponsored symposia,

conferences, and other DAMA International sponsored events.

DAMA International Sponsor logo usage terms and conditions: Sponsors may display the special DAMA International sponsor logo only in connection with their citation of their status as a DAMA International official sponsor. This display is limited to the sponsor's web site, advertising copy, and official corporate letterheads. Other uses by previous approval only. DAMA International reserves the right to pull any sponsor from the DAMA International Boosters program, who in the majority opinion of the DAMA International Board violates these guidelines, with pro-rated reimbursement of sponsorship fee. Sponsors agree to display the DAMA International Sponsor logo in accordance with these guidelines.

Benefits:

Publicity as a DAMA International Booster via the DAMA International Internet web site

Display of organizational logo in their Sponsors listing (if provided in electronic form)

Use of the DAMA International Sponsor logo

Business-card sized advertisement in the DAMA International Newsletter as DAMA International Sponsor

Discounted booth space at DAMA International sponsored events, when feasible

DAMA International Membership for three (3) Member-at-Large members

Procedures

Booster participants will submit Boosters form with payment to VP Industry Services. VP Industry Services forwards all payments to VP Financial Services.

VP Industry Services communicates update of Boosters Program to VP Member Services quarterly for inclusion in Member Services handbook indicating discounters' discount terms to VP Member Services.

Send discounter and sponsor details to VP Communications so that discount information can be published in the DAMA International Newsletter and other publications with which DAMA International is associated.

VP Industry Services provides VP On Line Services with update of Boosters Program participants quarterly for posting to the DAMA International web site.

Reconcile with VP Financial Services quarterly to ensure all

Boosters Program participants are currently paid up.

Fees: Discounters shall pay \$200.00 and Sponsors shall pay \$2000.00 annually to participate in the Boosters Program. These prices and advertising policy are subject to change without notice.

Disclaimer

DAMA International is responsible only for the material actually contained on its own web pages. Although DAMA International attempts to include links only to other Internet sites that are reputable and professional, it disclaims any responsibility for the content or material at those Internet sites, or for the links from those sites to other Internet sites.

Maintenance

Periodically, review the program status. Send letters to current vendors indicating what publicity has been generated for the program and request feedback.

Enforcement

The VP Industry Services is responsible for enforcement of this policy.

11.2. INDU0002: Publish the Speakers Bureau Listing

History	Originally coded INDU200001.002 Last Revised: September 2007
Overview	As a service to the information management community, DAMA International maintains a listing of speakers on various data and information management subjects. This listing includes the name and contact information for each speaker, as well as topics the speaker addresses, recent speaking engagements of the speaker, and general comments which the speaker would like potential audiences to be aware.
Procedures	Speakers desiring to be listed on the DAMA International Speakers Bureau Listing will submit a Speakers Listing form to VP Industry Services. VP Industry Services provides VP On Line Services with update of Speakers Bureau Listing participants semi-annually for posting to the DAMA International web site. No fee is charged to speakers for this listing.
Disclaimer	The DAMA International Speakers Bureau listing is provided as a service to the world-wide information management community. DAMA International does not endorse any speakers or review their presentation materials. DAMA International is responsible only for the material actually contained on its own web pages. Although DAMA International attempts to include links only to other Internet sites that are reputable and professional, it disclaims any responsibility for the content or material at those Internet sites, or for the links from those sites to other Internet sites.
Maintenance	Periodically, the VP Industry Services will review the Speakers Bureau listing status, and send letters to current speakers requesting feedback.

11.3. INDU0003: Manage the Career Center

History	New procedure Last Revised: September 2007
Purpose	This is an “employer” focus for revenue generation. ...[my include a disclaimer if needed]
Procedures	...[may include steps such as “set up” and “maintenance” if appropriate]

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12. Standard Operating Procedures: Office of Member Services

The following are the standard operating procedures of the Office of Member Services of DAMA International.

12.1. MEMB0001: Maintain the Members Services Directory

History	Originally coded MEMB9401.002 Last Revised: September 2007
Definition	The DAMA International Members Services Directory is a listing by functional area of the services offered to DAMA International Members.
Contents	<ul style="list-style-type: none">• Introduction• DAMA International Mission, Purpose, Goal• Member Benefits• Member Services• Chapter Services• Communication Services• Conference Services• Education and Special Services• Industry Services• Publications• Vendor Discounts
Distribution	Revise annually and place on the web on the members protected area.

12.2. MEMB0002: Manage and Control the Membership Database

History	New procedure Last Revised: September 2007
Purpose	...[my include a disclaimer if needed]
Procedures	...[may include steps such as “set up” and “maintenance” if appropriate]

13. Standard Operating Procedures: Office of Operations

The following are the standard operating procedures of the Office of Operations of DAMA International.

13.1. OPER0001: Plan and Support Board of Directors' Meetings

History

New procedure (replaced portion of PRES9401.001)
Last Revised: September 2007

**Provide Meeting
Facilities and
Materials**

The VP of Operations has the responsibility to plan and acquire facilities, materials and logistic support for the Board of Directors' meetings.

For meetings collocated with a Symposium or Conference, the responsibility may temporarily assigned to, or shared with, the VP Conference Services by previous, mutual agreement of both officers.

Facilities arrangements should include:

- Meeting room large enough to hold all Board members and guests (e.g., chapter presidents, Advisory Board members, committee members, special guests)
- Speaker phone when attendees indicate participation by teleconference
- LCD projector and screen
- Where possible, white board and flip chart with easel and markers
- Water pitchers and glasses
- Paper, pens in sufficient quantities for expected attendance
- Electrical outlets and extension cords for laptop computers
- Beverages and light refreshments (morning and afternoon)

**Revise Meeting
Agenda**

Receive feedback from Board members and revise the agenda one to two weeks before the meeting. Forward the revised agenda to all Board members one week in advance of the meeting. Bring sufficient copies of agenda for expected attendees.

13.2. OPER0002: Record and Publish Meeting Minutes

History	Originally coded OPER9401.001 Last Revised: September 2007
Purpose	<p>To maintain the official records of the association activities in accordance with all applicable laws and the association bylaws for as long as required by law or the association.</p> <p>Meeting minutes will be taken, published, amended and archived to meet these needs.</p>
DAMA International Board Meeting Recorder	<ol style="list-style-type: none">1. The VP Operations records the meeting of the DAMA International Board of Directors.2. The Recorder takes notes on motions and amendments, including who makes the motion, who seconds, and the vote's decision.3. The Recorder also takes notes on Action Items including responsible parties, due dates and deliverables.4. Only enough of the discussion to provide a context for motions and actions should be recorded.5. Status reports and other meeting handouts are to be sent to absent board members separately from the minutes.6. The format of the minutes follows the format of the Agenda.7. Each set of minutes distributed to the chapters will contain the following statement:
DAMA International President's Council	<p>The VP Operations, or designee, is responsible for recording the meeting of the DAMA President's Council.</p> <p>The Recorder takes notes similar to those for the DAMA International Board of Directors Meeting, items 2 through 6 above. However, the notes on the discussion are generally more extensive to serve as a communication mechanism for Presidents who did not attend the meeting.</p>
DAMA International Advisory Board	<p>The VP Operations, or designee, is responsible for recording the meeting of the DAMA International Advisory Board.</p> <p>The Recorder takes notes similar to those for the DAMA International Board of Directors Meeting, items 2 through 6 above. However, the notes on the discussion are generally more extensive to serve as a communication mechanism for those who did not attend the meeting.</p>

Distribution -

One week after the meeting(s), the VP Operations or the Recorder distributes a DRAFT of the minutes to the Board of Directors for review via Internet email.

The Board returns comments and corrections to the Recorder or VP Operations within two weeks of receipt of the DRAFT.

Within one month of receipt of the comments from the board, the Recorder or VP Operations distributes the final minutes to:

- DAMA International Board of Directors
- DAMA Chapter Presidents
- DAMA International Advisory Board

13.3. OPER0003: Publish the Board of Directors Handbook

History	Originally coded OPER9401.002 Last Revised: September 2007
Definition	The Board of Directors Handbook is a <i>collection of documents</i> used to help new board members understand their tasks. It also serves to refresh the memories of continuing board members. It is, in essence, a policy and procedures manual with additional information about the Board of Directors and their positions.
Contents	<ul style="list-style-type: none">• DAMA International - Bylaws• DAMA International - Handbook of Policies & Procedures• DAMA International - Other Information (DAMA International Code of Ethics, and other documentation as deemed appropriate by the Board of Directors)
Final Board Meeting of Year.	Solicit updates on procedures from each Board Officer for inclusion in the next edition of the Handbook
After Annual Elections	Obtain results, the biographies and contact information of elected officers from previous year Past President (from the election materials).
Edit Document	Make any necessary changes to the existing document. Include new policies drafted during the course of the prior year. Include procedure updates. Publish the handbook for the first Board meeting in January.
Distribution	DAMA International Board of Directors.

13.4. OPER0004: Supervise the Administrative Support Office

History	Originally coded OPER9401.003 Last Revised: September 2007
Negotiate Contract	In the fourth quarter of each fiscal year, (re)negotiate the Administrative Services contract for the next year.
Authorize Payments	<p>On a monthly basis, the Administrative Services firm/individual submits a bill for services to the VP Financial Services, with a copy to the VP Operations. The copy sent to the VP Financial Services has receipts attached; the one to Operations does not require receipts. The service provider and the VP Financial Services will mutually agree upon (the format of the bill. Currently an EXCEL Spreadsheet with expense categories and projects is used.)</p> <p>The VP Operations compares the bill to the contract price sheet to determine if costs are as negotiated.</p> <p>If the bill is within contract parameters, the VP Operations authorizes payment via email message to VP Financial Services with a copy to the service provider.</p> <p>If the bill is not in accordance with the contract, the VP Operations communicates with the service provider to bring the bill into conformance with the contract, or to authorize expenses which are not covered by the contract. The VP Operations then authorizes payment via Internet email to the VP Financial Services.</p> <p>Any disputed charges will be brought to the attention of the Board of Directors at the next available meeting, and a vote taken to authorize/refuse payment.</p> <p>When there is a disputed charge, the remainder of the bill will be paid. Only the disputed charge payment will be withheld.</p>
Evaluation	<p>At least once a year, at mid year, the VP Operations will send out a customer satisfaction survey to the Board of Directors. The service provider will be evaluated on the timeliness and accuracy of the services provided.</p> <p>Should the service provider fall below an acceptable service level, the VP Operations will attempt to remedy the situation, documenting the problems and stating the changes/actions needed and the expected schedule for those changes. If service does not improve on the schedule indicated in the documentation, a new service provider will be found. The contract with the current service provider will be allowed to expire without renewal and a new contract with the new service</p>

provider will be initiated.

13.5. OPER0005: Publish the DAMA International Calendar

History	Originally coded OPER9501.004 Last Revised: September 2007
Calendar Maintenance	Annually, the Operations Office maintains a calendar of critical dates and communicates it to the Board of Directors for distribution to chapters and publication as appropriate.
Critical Dates	Included in this calendar, but not restricted to: <ul style="list-style-type: none">Chapter Directory PublicationElections - Board of Directors<ul style="list-style-type: none">Request for NominationsVote ReturnMeetings<ul style="list-style-type: none">Advisory Board MeetingBoard of Directors Meetings<ul style="list-style-type: none">Draft Agenda DeadlineVP Report DeadlineMinutes Distribution DeadlinePresident's Council Meeting<ul style="list-style-type: none">Invitation and Draft Agenda DeadlineMinutes Distribution DeadlineMembership Services Directory PublicationNewsletter Publication Data<ul style="list-style-type: none">Newsletter submission deadlineNewsletter publication dateTax Related Filing Dates<ul style="list-style-type: none">Tax information to accountants1099'sTax filing

13.6. OPER0006: Use, Manage and Control the Teleconferencing Facility

History

New Procedure
Last Revised: September 2007

Setting Up a Teleconference

All Board of Directors, Board of Advisors and Committee Chairs are authorized to set up teleconferences using DAMA International Facility for DAMA International official business activities by following these steps:

- a) The individual chairing the teleconference is the only one authorized to use the host number; all other participants must use the participant number.

All calls placed using this facility must be official DAMA International business. **The intentional misuse of this facility is fraud and constitutes ground for dismissal form office of the responsible party.**

Under **NO CIRCUMSTANCE** the host number will be disclosed to individuals outside the Board of Directors, Board of Advisors or Committee Chairs. If this number is disclosed to any other party, the disclosure must be communicated to the VP of Operations immediately.

- b) The individual chairing the conference must notify the Operations Office of the intent to use the facility; this can be done:
 - 1) Prior to setting up the teleconference via phone or e-mail to info@dama.org;
 - 2) At the time the teleconference is set-up by copying info@dama.org in the invite.
- c) The Operations Office will block the time slot for the teleconference to prevent collisions (more than one teleconference occurring on the same block of time)
- d) If the time is already taken, the Operations Office will notify the chair so that the chair can re-schedule on a timely basis; if no response is received, the chair may assume that the time is open. The Operations Office is only required to provide negative responses.

Placing a Teleconference

To schedule the call the chair will provide the participants the following information:

Toll Free Number for US Callers: 888.447.7153
Toll Number for Non-US Callers: 801.853.0500
Access Code (PIN): 7609335 (followed with #)

The chair will use the following code to authorize the conference (this cannot be disclosed to other participants):

Authorization Code (PIN): 3397135 (followed with #)

To place the call:

- The chair must dial the telephone number, then the access code and finally the host code
- The participants must dial the telephone number, then the access code.

Monitoring Use of the Teleconferencing Facility

The teleconferencing provider (iLink) provides a teleconference report to the VP of Operations each month. This report shows the phone numbers, times, durations, etc.

- a) The Operations Office will review and compare this report to the registry of teleconferences to ensure that the call was authorized
- b) If the call is not on the registry, the Operations Office will send a message to all authorized persons to identify the chair and corroborate that the call is indeed DAMA International official business
- c) If no authorized person placed the call, the VP of Operations will file a claim of fraudulent call with the provider and will work with them until the issue is resolved
- d) Any fraudulent calls placed by any unauthorized person or persons will be treated as a crime and reported to the corresponding authorities.

13.7. OPER0007: Maintain the DAMA International Bylaws

History	New procedure Last Revised: September 2007
Definition	The DAMA International Bylaws ...
Purpose	To ensure the bylaws are up to date.
Procedure	The VP Operations will ... Make any necessary changes to the existing document. Submit to the Board of Directors for review and ... Publish the bylaws immediately after each revision by placing them on the Management only side of the DAMA.ORG web site.
Distribution	DAMA International Board of Directors and DAMA Chapter Officers.

13.8. OPER0008: Maintain Letters of Incorporation

History	New procedure Last Revised: September 2007
Purpose	[From the PRES0001.004 Maintenance of DAMA International Official Documents; what are these and what is needed?] ...[my include a disclaimer if needed]
Procedures	...[may include steps such as “set up” and “maintenance” if appropriate]

13.9. OPER0009: Maintain the Rights on the DAMA Logo

History

New procedure
Last Revised: September 2007

Purpose

...[my include a disclaimer if needed]

Procedures

[From the PRES0001.004 Maintenance of DAMA International Official Documents; what do we need to do here?]

...[may include steps such as “set up” and “maintenance” if appropriate]

13.10. OPER0010: Administer Grievance Procedures

History

Originally coded OPER200001.005
Last Revised: September 2007

Chapter Issues

Requests for assistance, information, or resolution of specific complaints, from chapters [Chapter Services] or members [Member Services] at large pertaining to matters concerning another chapter or DAMA International shall be addressed as follows:

- a) For matters concerning another chapter, the requesting chapter president shall informally address such matters to the other chapter by telephone, email, or fax.

In the event the requesting chapter does not get satisfactory resolution of such matters in a timely manner (within one month), the requesting chapter president, after approval by simple majority vote of the requesting chapter's board of directors, may formally address such matters to the other chapter by official written correspondence.

In the event the requesting chapter does not get satisfactory resolutions of such matters in a timely manner (within an additional two months) the requesting chapter may take actions set forth under b), below.

- b) For matters a chapter requests DAMA International to address, whether pertaining to another chapter or to DAMA International, the requesting chapter shall notify the appropriate chapter's DAMA International liaison board member of the matters at hand by official written correspondence approved by the chapter's board of directors, together with any evidence applicable to those matters (e.g., copies of correspondence, newsletters, sworn statements, notarized statements, etc.).

In the event that a chapter does not get satisfactory resolution of any matters directed to their DAMA International liaison board member in a timely manner (within one month), such chapter may address such matters to the VP, Chapter Services by official written correspondence together with any applicable evidence

In the event that a chapter does not get satisfactory resolution of any matters directed to VP, Chapter Services, in a timely manner (within an additional two months), such chapter may address their matters to the President, DAMA International by official written correspondence together with any applicable evidence.

In the event that a chapter does not get satisfactory resolution of any issues directed to the President of DAMA International in a timely manner (within an additional two months), such chapter may address their matters, formally and in writing from their chapter president, to the DAMA International Board of Directors, by official written correspondence together with any applicable evidence. The DAMA International Board of Directors shall address such chapter's matters at the next regularly scheduled DAMA International Board of Directors meeting and decide such matters by simple majority vote...

Nothing in the above procedures precludes any chapter from addressing any and all matters of concern directly to the President of DAMA International, or the DAMA International Board of Directors. The above procedures are intended to achieve earliest possible resolution of any matters of concern to a chapter without unduly burdening the President of DAMA International or the DAMA International Board of Directors by affording an opportunity for the DAMA International agents most closely aware of such matters to obtain resolution.

**DAMA
International Issues**

Requests for assistance, information, or resolution of specific complaints from DAMA International shall be directed in writing (paper or electronic) to the relevant chapter by either that chapter's designated DAMA International Board of Directors liaison member, the DAMA International President, or the DAMA International Board of Directors, depending upon the nature of the matters at hand. Such matters shall be directed to the chapter's president, or to any and all chapter board members.

In the event that satisfactory resolution of any matters put forward by any of the above agents of DAMA International to any member chapter is not achieved in a timely manner (within one month), the President of DAMA International, upon the recommendation of the appropriate chapter liaison officer, may forward an official letter to the chapter setting forth the matters at hand and requesting immediate resolution.

In the event that satisfactory resolution of the matters at hand is not achieved in a timely manner (within an additional two months), the President of DAMA International may, upon recommendation of the appropriate DAMA International Board liaison member, send an official notice to the subject chapter putting the chapter on notice of possible disciplinary action(s) unless satisfactory resolution is obtained by a specified date, restating the matters at hand and noting that satisfactory

response has not been received.

In the event that satisfactory resolution of the matters at hand is not achieved in a timely manner (after expiration of the deadline stated in the at-risk-notice letter by the President of DAMA International above), the President of DAMA International may send, upon approval by simple majority vote of the DAMA International Board, an official notice to all of the subject chapter's board members advising imposition of appropriate disciplinary action(s).

Disciplinary Actions

Requests for disciplinary actions against any chapter, including disaffiliation from DAMA International, based upon allegations of any other DAMA International member or member chapter, must meet substantial proofs in order for DAMA International to take action:

Requests for disciplinary actions should follow the notification, escalation, and grievance procedures noted above.

No action will be taken by DAMA International based upon email or telephonic communication by any member, or chapter, or chapter officer, addressed to any DAMA International Board Member as to any alleged matters.

DAMA International MUST have sworn, or at least notarized, statements from members or chapter officers as to the alleged matters at hand.

Upon receipt of such evidence, the DAMA International Board of Directors will consider the weight of such allegations, and ascertain any and all actions, including possible legal actions, appropriate to the circumstances of the alleged matters.

Such evidence must specifically address issues of fraud, misappropriation of DAMA International or member chapter assets, misrepresentation of events or activities as official DAMA events, violation of any aspects of the DAMA International Code of Ethics, or other actions or activities that reflect poorly upon DAMA International or its member chapters.

13.11. OPER0011: Request Board of Directors Reports

History	Last Revised: March 2008
Purpose	Directors' reports alleviate the burden on in-person meetings by eliminating the need for lengthy presentations on activities and increase effectiveness by focusing attention on the critical issues.
Procedure	<p>The VP of Operations will remind the Board of Directors to submit their by-annual reports before the two in-person meetings.</p> <p>The VP of Operations sends an e-mail notification reminding all directors to submit their report one month prior to an in-person meeting (also form, due dates, follow ups, et al)</p>
Responsibilities	Each Director is responsible for providing their office report two weeks prior to any in-person meeting.

14. Standard Operating Procedures: Office of Online Services

The following are the standard operating procedures of the Office of Online Services of DAMA International.

14.1. OLSE0001: Manage DAMA International's Internet Service

History

Originally coded OLS9601.001
Last Revised: September 2007

Manage DAMA International Electronic Presence

1. Administer and manage DAMA International's Electronic Communications on the World Wide Web at <http://www.dama.org>
2. Support Members' questions about the contents of the website
3. Ensure financial contracts are established with an Internet service provider (ISP) and DAMA International.
4. Monitor performance of the chosen ISP and replace as necessary (e.g., service falls below acceptable levels for a continued period)

Appoint and Supervise DAMA's Web Master

5. Appoint and oversee DAMA International's Webmaster
6. Provide strategic direction regarding Communication on the Web.
7. [Ekkehard: this may mean a complete rethinking of our board positions (operations, communications, etc.). But I am convinced that we can save two or three board positions and gain more effective work.]

14.2. OLSE0002: Manage DAMA Chapters Electronic Addresses

History	Originally coded OLS9606.002 Last Revised: September 2007
Chapter Notification	Distribute a letter to the DAMA Chapters to identify individuals within the DAMA Chapter who would like to receive DAMA International communications through DAMA International's website through Electronic Mail. This notification should include all chapter officers.
Chapter Advice	Update individual's electronic mail addresses at least once a year or as required. Where possible coordinate updates with the Chapter's elections process.

15. Standard Operating Procedures: Office of Past President

The following are the standard operating procedures of the Office of Past President of DAMA International.

15.1. PPRS0001: Conduct DAMA International Board of Directors' Elections

History

Originally coded PPRS9401.001
Last Revised: September 2007

**Manage
Nomination /
Election Process**

1. Review the DAMA Calendar, maintained by the VP Operations, as to the timing of the DAMA International Board of Directors elections.
2. Form nominations committee according to the **schedule** listed in the DAMA International Bylaws.
3. The nominations committee must include at least one other member of the DAMA International Board of Directors
4. For those current Board Officers who qualify for a subsequent term, inquire of their intent to continue to serve on the DAMA International Board of Directors.
5. Distribute a letter to all chapters asking for nominations (**see bylaws schedule**). The letter must contain the list of duties for each open office and a copy of the bylaws.
6. Once the ballot is defined, distribute to all Chapters' Board of Directors for vote (**see bylaws for schedule**).
7. Count ballots **according to bylaws** and communicate results to Board Members and affiliated chapter officers via email within two (2) weeks of election. Post results on DAMA International website.

15.2. PPRS0003: Conduct DAMA International Advisory Board Selection

History	Originally coded PPRS9501.002 Last Revised: September 2007
Candidate Identification	<p>To the extent possible, the DAMA International Board will strive to maintain a balance between visionary and practitioner membership on the Advisory Board.</p> <p>It is recommended, but not required, that each year's Advisory Board consist of members from each segment of the IRM/DRM community (academic, industry practitioners, public sector practitioners and consultants).</p> <p>There are no limits on the number of Advisors from each segment. However, it is strongly recommended that the DAMA International Board of Directors actively solicit Advisor candidates from all areas to achieve a balanced representation from the Advisors.</p>
Manage Selection Process	<ul style="list-style-type: none">• Solicit the opinion of the DAMA International Board of Directors on the current composition of the Advisory Board (members to retain, members to replace, etc.)• Determine if the Advisory Board Members chosen by Board of Directors wish to continue to serve.• Identify appropriate individuals to serve as Advisory Board Members in the event of a vacancy.• Conduct all Advisory Board selection communications including:<ul style="list-style-type: none">○ Advise Board members of decision of Board of Directors regarding replacement or continuation○ Advise VP Operations of complete address, phone, FAX, Internet email address of all Advisors
Nominations and Elections	<p>Annually, the DAMA International Board of Directors will select three to five persons to serve on the DAMA International Advisory Board for the term of one year.</p> <p>Nominations to fill the positions on the Advisory Board will be solicited from the DAMA International Board of Directors and Presidents' Council beginning each September 1; the nomination period concludes each November 1.</p> <p>Nominations from all sources, including re-nominations of current Advisors, should include a short essay describing the background of the nominee and their qualifications based on the Criteria for inclusion on the Advisory Board. This essay should be submitted to the Past President of DAMA International after</p>

the nominator has confirmed the nominee's willingness to serve as a DAMA International Advisor.

The DAMA International Board of Directors will vote on each duly nominated candidate separately, and a simple majority vote is needed for a candidate to be elected to serve as an Advisor.

A maximum of five (5) Advisors will be elected; if more than five (5) nominees are submitted, the first five (5) elected will constitute that year's Advisory Board. It is recommended that a minimum of three (3) Advisors be selected each year. Candidates not elected are not barred from seeking election in future Advisory Board elections.

The selection process will be administered by the DAMA International Past-President. This process will commence at the close of the nominating period, and conclude no later than December 10th of each year.

In the event of a tie between two or more candidates for a position on the Advisory Board, a follow on selection will be conducted to determine the final selected candidate; this process will conclude by December 15th.

After the decision is reached, the DAMA International Past President will inform each candidate of the results, and send a copy of the current DAMA International Code of Ethics, a copy of the Advisor Roles and Responsibilities and other relevant DAMA International documents (e.g., DAMA International Bylaws and Strategic Plan) to the elected Advisors.

Advisors must sign the Code of Ethics and return it to the Past President. The Past President will serve as the administrative contact for the Advisory Board to the DAMA International Board of Directors, notify Advisors of meeting dates, locations and agendas and oversee the enforcement of the responsibilities for the Advisors.

Enforcement

The responsibility for enforcement of this policy lies with the DAMA International Board of Directors.

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16. Standard Operating Procedures: Office of Ethics & Governance

The following are the standard operating procedures of the Office of Ethics and Governance of DAMA International.

16.1. EGOV0001: Monitor Compliance with Member Privacy

History New procedure (see PLCY0001)
Last Revised: September 2007

Introduction DAMA will take all reasonable measures to comply with all applicable laws designed to protect the member's privacy around the globe. Although legal requirements may vary from country to country, DAMA intends to adhere to the principles set forth in this Privacy Policy even when DAMA transfers the member's personal information from one country to another, especially when the receiving country may not require the same level of protection for personal information as the originating country.

Cookies and Other Tracking Technologies Some companies' Web pages utilize "cookies"¹ and other tracking technologies. At the moment, DAMA has chosen not to use cookies for tracking Internet domain and host names or IP addresses. DAMA prefers to assess its audience's interests in a more direct way—through surveys both on-line and at conferences.

To protect its member's privacy, DAMA has adopted the following principles:

Choice

The member may choose whether or not to provide personal information to DAMA. Notices provided where DAMA collects personal information on the Web will help the member make this choice. If the member chooses not to provide the personal information requested, the individual can still visit most of DAMA's Web sites, but may be unable to access certain options, offers, and services.

If the member chooses to have a relationship with DAMA, such as signing up for training with one of DAMA's partners through a training collaboration or by attending one of DAMA's sponsored events (conferences, seminars, etc.), DAMA will continue to contact the member in connection with that business relationship.

Security

Password refreshes will be provided through a private email of the password to its owner. The password owner will be

¹ A "cookie" is a small text file that may be used, for example, to collect information about a user's Web site activity

encouraged to change the password frequently.

Access and Accuracy

To the extent that you do provide us with personal information, DAMA will take every effort to maintain the accuracy and currency of that information. Where DAMA collects personal information from the member on the Web and through other formats, DAMA's goal is to provide a means of contacting DAMA should the member needs to update or correct that information. If for any reason those means are unavailable or inaccessible, the member may send updates and corrections about his or her personal information to info@dama.org and DAMA will take reasonable efforts to incorporate the changes in the member's personal information as soon as practicable.

Sharing of Information

DAMA works with third party service providers (such as data management service companies, agencies or training groups) with whom DAMA has a partner relationship. Periodically, such organizations suggest the sharing of email, addresses, names, postal addresses, etc. It is the policy of DAMA-I to share our and members' personal information only with confirmed partners of DAMA and only for the purposes that each member has agreed to allow us to share that information. Otherwise, DAMA will not share member personal information, and if the member has not given DAMA consent to share personal information even with its confirmed partners DAMA will abide by such request.

DAMA does not intend to transfer personal information without the member's consent. This includes any information DAMA records in its on-line membership database or obtained through registration to conferences and other programs. DAMA does not sell or rent its membership lists or other records to any third party. All communications with the member that may be requested by our partners is controlled through DAMA, as protection of our members' personal information.

Discussion Groups

To leverage the intelligence and creativity our DAMA-I members, we encourage the use of discussion groups to facilitate idea sharing in a free environment. We wish to encourage frank and open opinions, so each topic group is secured to limit expressed opinions and ideas to that specific group. Each group has a moderator who has the responsibility and authority: (1) to allow individuals to enroll or cancel their group membership, and (2). to notify any group member about

the DAMA-I security policy when it appears the member's activities are not conforming to the DAMA-I information security and content policies.

Group Emails

DAMA website and mail engine both offer the facility to establish email groups for broadcasting messages of common interest to a group of people. For example, a group of email addresses can be built to address people interested in data warehousing. Also, the marketing function DAMA-I creates mass electronic mailings to survey people's interests. In all such group mail situations, DAMA-I will assure its constituents that these groups and lists will not be sold, traded, or given away to other business entities.

Member Consent

By using the DAMA Web site, the member consents to the DAMA terms of Online Privacy Policy and to the processing of personal information for the purposes given in the Member Privacy Policy and this procedure as well as those explained wherever DAMA collects personal information.

Should the Online Privacy Policy change, DAMA intends to take every reasonable step to ensure that these changes are brought to the attention of the member by posting all changes prominently on the DAMA web site for a practical period of time.

16.2. EGOV0002: Monitor Compliance with Code of Ethics

History	New procedure Last Revised: January 2008
Purpose	<p>DAMA International bylaws require its directors, advisors, ex-officio officers and affiliated chapters' officers ("officers") to file every year a certificate stating that that they have read and agree with the association's code of ethics.</p> <p>This procedure ensures that all officers sign and file their annual code of ethics certificate in compliance with the bylaws.</p>
Responsibility	<p>Each officer must file a code of ethics certificate within 30 days of taking office after their election or re-election to their office. It is the responsibility of the individual officer to read the DAMA International Code of Ethics and then sign and submit their Code of Ethics Certificate.</p> <p>To submit a Code of Ethics Certificate, the officer can:</p> <ol style="list-style-type: none">1. Mail a signed paper copy via postal mail to: Kathy Hadzibajric DAMA International 19239 N. Dale Mabry Hwy #132 Lutz, FL 335482. Image (or PDF) the signed Code of Ethics Certificate and then send it via e-mail to info@dama.org3. Fax the signed Code of Ethics Certificate to (614) 455-3138
Procedures	<ul style="list-style-type: none">○ Each year in January, the DAMA Operations Office will send a complementary e-mail reminding all officers to read, sign and submit their code of ethics certificate if they have not done so. NOTE: not receiving the reminder is no justification for not filing Code of Ethics Certificate○ Each year in late February, the DAMA Operations Office will send a report to the Board listing those officers not in compliance with the bylaws○ Each year in late February, the DAMA Operations Office will send an e-mail to delinquent officers formally requesting to submit their Code of Ethics Certificate within 30 days○ If the Code of Ethics Certificate is not filed within the time period, the association will consider the officer as refusing to adhere to this duty○ DAMA International Directors, Advisors and Ex-Officio

officers refusing or neglecting to file their Code of Ethics Certificate will be removed from office

- Affiliated chapter officers refusing to file their Code of Ethics Certificate will be requested to be removed from office by the chapter or DAMA will have to terminate their affiliation.

Enforcement

This procedure will be enforced by the Ethics Officer

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A. Forms and Templates

The following are the standard forms and templates necessary to conduct DAMA International business activities as registered with the VP of Operations.

A.1. DAMA International Order Form

This is the DAMA International Order Form and is developed and maintained by the Administrative Service Provider. This form is modified as the need arises. Board members or other interested persons can receive copies from the administrative contact.

[Sample]

A.2. Expense Reimbursement Request Form

Used by DAMA International Officers and staff for requesting expense reimbursement. It is an Excel document available upon request from the VP of Financial Services.

[Sample]

A.3. ... Form

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