**Project Management Institute**

Madison/South Central Wisconsin Chapter

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PMI Madison Policies Manual

Date: 06/22/2016

PMI MADISON/South Central Wisconsin Chapter POLICIES Manual

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# 1Administration

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## 1.2 Contracts and Agreements

**PURPOSE OF THIS POLICY:**

* The policy describes who must review/approve contracts/letter of agreements when PMI Madison enters in to a contract/agreement with another entity(ies).
* The purpose of this policy is to provide guidance for establishing clear and consistent agreements between a PMI chapter and any other entity(ies).
* This policy **excludes** *Speaker Agreement Contracts,* that will be addressed in a different policy.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR MAINTAINING THIS POLICY:**

VP of Governance and Policy

**THIS POLICY APPLIES TO:**

Both chapter members and non-members.

**POLICY WORDING:**

* The submitting Director or VP and one of President/President-Elect/VP of Finance must review and approve any document that enters PMI Madison in to a contract/letter of agreement with another entity(ies).
* Submitting BOD member will be responsible for archiving approved contracts in Proteon Document Repository.
* Contracts/letter of agreements may only be signed by Executive Board member.
* Standard contracts/letter of agreements already approved by the Executive Board member and a legal authority do not need to be reviewed on an individual basis.
* When organization are seeking financial support (charity), the board will take the following steps:
	+ Ask vendor / sponsor to also give donation to charity
	+ The chapter will supply donation bucket at chapter meeting
	+ The chapter will supply donation option on the registration
* This type of charitable support will be limited to 2 times per year.
* It is a fiduciary responsibility of the board to ensure that clear and consistent agreements are in place.
* Misinterpretation of agreements can lead to conflict, as well as financial and legal liability, disruption of operations, and failure to deliver member value.
* The Chapter must document all working agreements, especially as they may relate to financial or legal obligations
* The Chapter must take all reasonable precautions to ensure that all contractual documents are legally sound
* The Chapter must establish non-exclusionary procurement protocols as related to contractors, service providers, and sponsors
* Documentation should include:
	+ Identification of all parties involved in the agreement,
	+ Clear expectations of responsibilities and rights of each party within the agreement,
	+ Timelines associated with the agreement,
	+ Terms and conditions for fulfillment and termination of the agreement:
		- Specific financial commitments, including currency exchange rates and amount
		- Scope of work to be delivered
	+ Format of the agreement (e.g. memorandum of understanding, legally binding contract)
	+ Consequences of any violation (e.g. early termination, default)
	+ Terms for renewal
	+ Signatures
* Contractual relationships must be approved by the Board
* Chapters must establish timelines and protocols for review of contractual relationships
* Chapters must publish processes for establishing contractual relationships
* For agreements by the Chapter that exceed the US $7500 USD limit as specified by the PMI Charter Agreement the agreement must specifically state that PMI is not a party to the agreement and that no party is designated by PMI to act on its behalf.

**Authority:**

* 2014 Policy Manual for PMI Chapters.
* PMI Madison S/Central WI Chapter Charter Agreement.

**Supporting Documents:**

* Chapter Operations Handbook
* Chapter Procurement Policy and processes

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| **This policy was approved by majority Board vote on 7/1/14.** |

**Revision History:**

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| --- | --- |
| **Date** | **Modifications** |
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## 1.3 Third Party Information Distribution

The Madison Chapter will distribute (via electronic means only, i.e. email,

website, newsletter, etc.) non-Chapter information to our members as long as it meets all of the following criteria:

This policy was approved by majority Board vote on

## 1.4 Board Elections and Nominations

**PURPOSE OF THIS POLICY**

The purpose of this policy is to ensure that:

* Chapters have a clear, fair, non-exclusionary, and transparent election process, enabling members in good standing to nominate candidates, run for office, and vote for the Strategic Board.
* The Chapter has in place documented processes for communicating the elections process and timelines.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY**

 VP Governance and Policy

**THIS POLICY APPLIES TO:**

PMI Madison Chapter Board

**POLICY WORDING**

**Nominations are coordinated by Past President:**

1. The election process is coordinated by the Past-President with the PMI Global Region 2 – Chapter Administrator.
2. PMI Madison Chapter chose to utilize the voting tool that PMI Global offers to the chapters for their use.

**Elections:**

1. VP Membership VRMS team begins [provide date timeline] drafting positions going for election.
2. Past-President will review and request modifications and or corrections, if any.
3. Once the draft is reviewed and modified then Past-President approves.
4. Positions go for elections as per cycle. Each VP position is for a 2 year period.
	* Odd Year: VP Finance, VP Professional Development and VP Membership
	* Even year: VP Governance, VP Technology, VP Marketing and Outreach and VP Administration
5. The Board (Strategic and Operations) first need to be informed. The Operations board includes all Directors and coordinators.
6. The applications will then be opened in VRMS for those qualified individuals interested in running for the positions.
7. There will need to be an application closing date as part of this set-up.
8. In the qualifications section of the application in VRMS the past-president will need to copy the information that was entered on what value the person would bring not the position and paste it into the document that goes to PMI global.
9. Once the elections are completed the results are shared with the entire board.
10. Past President then extends the offer to winning candidates.
11. Informal Strategic Board transition is scheduled as early November. Formal transitions will be in December.
12. We’ll allow past directors / VPs to enter themselves for the elections based on the established criteria found in the [PMI Chapter handbook](http://pmi-madison.org/index.php/about-us/governance-documents/doc_download/173-board-handbook-2015-update).
13. If there is no position elected then board would appoint a director as VP.
14. Email membership in October announcing positions.
15. Announce results in January, when the new board year starts, during the chapter meeting.

**Nomination:**

* Refer to PMI Madison Chapter bylaws - Article VI

**AUTHORITY:**

1. PMI Madison Chapter Bylaws (Article V, VI).
2. PMI Madison Chapter handbook (B. Elections).
3. PMI Chapter Policy manual.

**DEFINITIONS:**

* **Election:** A formal and organized process for Chapter members to elect candidates from the Chapter membership to its Strategic Board.

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| Sample Elections process / timeline:  |
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| 1. 7/14 Announce openings a. Past President: email announcement for positions. b. Reminder sent on 8/10. c. These communications are to the board only.2. 8/15 Nominations – CLOSED3. 8/17 – all documentation submitted to (PMI - Global) - need to allow at a minimum 10 days set-up time.4. 9/8 Voting –OPENED – PMI global sent email notification to chapter members5. 9/22 Voting - CLOSED6. 9/23 - PMI sends election results7. 9/23 – Candidates were notified of the results…8. 10/22 Announcementsa. Email blastb. January Chapter meeting9. 11/1 Transition |

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| Email to Board informing open board positions: |
| From: Past President [mailto:pastpresident@pmi-madison.org] To: Executive Board; Operations BoardSubject: Chapter PositionsImportance: High |
| Hello Board,The intent of this email is to inform you of the board positions that are up to be voted on. As you may or may not be aware various positions are up for elections on a 2 year cycle. The positions that are open in this cycle are as follows:1. Vice President of …
2. Vice President of …
3. …
4. President – Elect (yearly cycle)

If you are interested in any of these positions – you must submit to me (Past President) by xx/xx/xxxx the following information:1. The position you are applying for
2. Why you feel you are the best candidate for the position
3. What value/ skills do you have to fill the position
4. What will you do to promote/ elevate the offerings / services in that position for the members?

This does not need to be documented in great detail – but it certainly should provide a view as to what you offer and will do to provide value to the chapter members…Best of luck to you all,--(name of past president)Pastpresident@pmi-madison.org |

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| Email sent to PMI: |
| (Note-this is to be completed and sent to PMI. This is the email notification that they send to the chapter members alerting them that the elections are open. The reminder is the 2nd notification reminding them to vote.)Launch – (sent first time) |
| Dear %%First Name%%,You are receiving this email because you are a member of the PMI Madison/South Central WI Chapter. Chapter elections have begun and your participation in this process is greatly appreciated. Please follow the provided link to access candidate information as well as the opportunity to cast your vote. The election period begins <<start and end date/time>> (*i.e. Tuesday, September 8 and ends Tuesday, September 22 at 5:00 PM CT*).Ballot Link: <https://eballot4.votenet.com/pmichapter>Username: %%User Name%%Password: %%password%%Thank you for active participation,PMI Madison/South Central WI Chapter Past-President |
| Reminder - |
| Dear %%First Name%%,Thank you for taking part in the election of <<year>> (i.e. 2016) Board members.The voting site will be open for members until <<end date/time>> *(i.e. Tuesday, September 22 at 5:00 PM CT).*Please follow the link below to cast your vote now.Ballot Link: <https://eballot4.votenet.com/pmichapter>Username: %%User Name%%Password: %%password%%All information regarding the elections can be found on the chapter's website: <http://pmi-madison.org/> Thank you!PMI Madison/South Central WI ChapterPast-President |

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| Votenet – Information Required: |
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| 1. Name of ballot/survey.  PMI Madison South Central Chapter 2016(*must update year*) President Elect and Vice- President Elections 2. Timeframe for election/survey – open date, close date.  << Update start and end date/time>>Open: September 8th, 2015 @ 5 PM Central TimeClose: September 22nd, 2015 @ 5 PM Central Time3. Instructions to the members’ verbiage – this is the start page of the ballot:Dear PMI Madison South Central Wisconsin Chapter Member,Thank you for your interest in taking part in the 2016(*must update year*) Strategic Board election process.  In this year’s election, we will be electing officers for the following positions:* President Elect
* Vice President, ...
* Vice President, ...
* Vice President, ...

The voting site will be open for members from << Update start and end date/time>>Tuesday September 8, 2015 through Tuesday, September 22, 2015.All information regarding the candidates can be found on the chapter’s website, Madison South Central PMI Chapter). Please follow the link from the Homepage.Don’t forget to vote…every vote counts!  Thank you for your support of the PMI Madison South Central Wisconsin Chapter.4. Web address you want the voters to be sent to after they confirm their vote: [Madison South Central PMI Chapter](http://www.pmi-madison.org/)5. Thank you/confirmation verbiage: Thank you very much for taking the time to submit your vote. Your support PMI Madison South Central Wisconsin Chapter’s 2016(*must update year*) Strategic Board elections is appreciated. Should you have any questions, please contact (*enter current past president name*), Chapter Past- President, pastpresident@pmi-madison.org. 6. Please provide: Candidates Statements – each candidate should have their narrative documented in this section(*Candidates name*) – President Elect*Candidate’s narrative-*……… |

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| This policy was approved by majority Board vote on 12/14/2015. |

**REVISION HISTORY:**

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| Date | Author | Modifications |
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## 1.5 Chapter Dissolution

The purpose of this policy is to describe what PMI Madison will do to financially prepare for the possibility of dissolution.

• In the event PMI Madison ceases to operate, any assets that remain after meeting all financial obligations will be donated to the United Way

(Madison)

• The Board of Directors shall ensure that a minimum balance of funds be identified as a “Contingency Reserve”. The funds in this Reserve shall be maintained to cover any possible costs that the Chapter would reasonably incur in the event where dissolution of the Chapter has been deemed required. The amount of the “Reserve” shall be reviewed and if required modified by the Board of Directors on an annual basis. The amount of the “Reserve” shall be identified in the Chapter’s annual financial statements.

This policy was approved by majority Board vote on

## 1.6 PMI/Region 2 Meeting Attendance Criteria

**PURPOSE OF THIS POLICY:**

Describe PMI Madison/S. Central Wisconsin Chapter’s criteria for selecting Board Members to attend the bi-annual PMI leadership meetings.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

President or President-Elect

**THIS POLICY APPLIES TO:**

Chapter Board Members

**POLICY WORDING:**

The purpose of this policy is to

Eligibility

* LIM conference: Voting members of the Board are eligible to attend.
* Region 2 meeting: All Board Members are eligible to attend.
* Only those that have met the PMI National and PMI Madison Board Member Requirements in the PMI Madison Board Handbook will be eligible for these events. This includes requirements, responsibilities and duties for Board Members as listed in sections I and II of the handbook.
* The President of the PMI Madison Board will make the final determination of who will be selected to attend.

Considerations (for selection to attend):

* Strategic goals of the PMI Madison Board
* Agenda and topics for that meeting or conference
* Representation from different areas of the Board

Constraints:

* A budget will be determined each year from the President and the Strategic Board to determine an estimated number of attendees.

This policy was approved by majority Board vote on \_\_\_\_\_10/3/2011\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Revision History:

## 1.7 Board Meeting Rights, Meeting Attendance, and Event Discounts

**THE PURPOSE OF THIS POLICY**

To explain the expectations, responsibilities, and rights of the board positions within PMI Madison/South Central Wisconsin chapter with regards to voting rights, meeting attendance, and event discounts.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY**

VP Governance

**THIS POLICY APPLIES TO:**

Chapter board members only

**POLICY WORDING:**

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| Board Position | VotingRights | Required to attend board meetings | Feeto attendchapter meetings | Feeto attendPDD Event |
| Elected Strategic Board Member* Past President
* President
* President Elect
* Vice Presidents
 | Yes | Yes monthly.Director may substitute for VP but no more than two consecutive strategic board meetings and no more than three occurrences in a fiscal year. | $0 | $0 if volunteering at event |
| Appointed Operational Board Member* Directors
* PDD PM
 | No(Yes if attending for a VP at Strategic meeting) | Yes quarterly | $0 | $0 if volunteering at event |
| Appointed Operational Board Coordinators and Assistants (Appointed by Directors) | No | No | * $0 for Program Coordinators and Assistants
* $10 discount, for all other roles, if working
 | $100 discount if volunteering at event |
| PDD Team Members | No | No | Full fee | $0 |

This policy was approved by majority Board vote on **1/30/13**; Revision approved **3/14/14**.

Revision History:

|  |  |
| --- | --- |
| Date | Modifications |
| 3/17/2015 | Line item – “$10 discount, if working” modified to “$10 discount, for all other roles, if working”. |
| 3/14/2014  | Added Past President to Elected Strategic Board Member list. |
| 8/5/2013 | Added clarification notes to “Required to attend board meetings” section for Elected Strategic Board Member and “Voting Rights” section for Appointed Operational Board Member. |
| 3/28/2013 | Renamed policy (was Board Positions Overview), added fee reduction information and changed Policy Wording section to table format for clearer interpretation of policy. |

# 2 Finance

## 2.1 Expense Reports & Reimbursements

**THE PURPOSE OF THIS POLICY**

The policy is a guide for the officers to submit expenses report for reimbursement.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY**

VP Governance and Policy.

**THIS POLICY APPLIES TO:**

Board members and volunteers submitting expense report for reimbursements

**POLICY WORDING:**

1. Expense reports must be submitted within two weeks after the return of travel. Any report submitted after 60 days will not be reimbursed.
2. Meal receipts should include the amount of the tip (if any). A standard tip of up to 20% is allowed.
3. Alcohol is eligible for reimbursement as part of meal only.
4. Expense reports should indicate the budget owner, purpose and budget line item, and a list of attendees. Meeting minutes can be attached to capture the list of attendees where appropriate (board meetings, etc.)
5. Copies of tickets, invoices, etc. should be provided and will be considered as receipts.
6. Receipts are required for all expenditures requesting reimbursement. The same is required for purchases with the chapter check card. Payment may be delayed until information provided is verified to be correct.
7. All expenses on an expense report should fall into the same budget line item. Expenses for additional budget line items must be submitted on separate expense reports.
8. Failure or deviation from policies set forth will result in the expense report being returned without payment.
9. Mileage is reimbursed per the IRS Standards Mileage Rates for Business.

Note: For more details on travel policy see chapter handbook sections – S. Expense Guidelines and T. Travel Reimbursements.

Expense report template: 

This policy was approved by majority Board vote on**12/22/2016**;

Revision History:

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| --- | --- |
| **Date** | **Modifications** |
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## 2.2 Check & Receipt Processing

The purpose of this policy is to set guidelines for PMI Madison check and

receipts processing.

**Standard Check Process** -

**Emergency Check Process**

**Receipts Process**

•

This policy was approved by majority Board vote on January 12, 2005.

## 2.3 Calling Cards

The purpose of this policy is

# 3 Governance

## 3.1 Audit Committee Guidelines

**PURPOSE OF THIS POLICY:**

To provide an understanding of the objectives, make-up and duties of the Audit Committee.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

President, President Elect and Board members

**THIS POLICY APPLIES TO:**

VP Finance.

**POLICY WORDING:**

**Objectives**

* Review financial books and make sure that they are in accordance with generally accepted accounting principles.
* Ensure that the financial books are being kept up-to-date on a timely basis.
* Look for opportunities to improve internal financial controls.

**Make-up**

The Audit Committee should be made up of 3 Board of Directors:

* 2 Board of Directors - any position, who does not have signing authority.
* Vice-President
* Every effort should be made to ensure that there is one returning member on the committee. If that is not possible then ensure that appropriate knowledge transfer takes place.
* Team should be familiar with how organizational activities are reflected in the financial statements.
* Team should have some understanding of the auditing process.
* Team should be willing to match documents, such as expense vouchers to check numbers and donations to bank deposits.
* However,make sure the candidates being considered are not those engaged in the actual transactions being audited.

**Duties**

* Meet quarterly to review the financial books:
* Review the deposit book entries and bank statement(s) to make sure they match.
* Review check stubs and ensure that there is a corresponding expense statement.
* Review a representative sample of the expense statements to ensure they follow our accounting principles.
* Ensure monthly bank reconciliation have been completed.
* Review investment account and check withdrawals and deposits.
* Ensure transfers are in accordance with investment policy set by the Board.
* Review existing financial processes looking for improvements and review the audit committee roles and responsibilities.
* VP-Finance to provide a backup of PMI’s financial books the members of the Audit committee on a monthly basis.
* Review year end financial statement.
* Meet with the external auditor to review the year end statements and discuss any financial process improvements recommended.
* Report findings to the Board of Directors on a quarterly basis.

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| The following are items that will most likely be requested for auditing: |
| Cash (Checking & Savings Accounts)* Copies of bank reconciliations as of the fiscal year end
* Bank statements for the month of and month after the fiscal year end
* Cancelled checks, check register, deposits
 |
| Electronic and Online Records * More and more, things like receipts and statements are electronic in nature.
* Credit card statements are acceptable forms of proof, but they must show the name, date, amount and address of the payee and are often limited because they don't detail the business nature of the transaction.
 |
| Calendars, Diaries, Appointment Books and Logs* Entry in one of these can help substantiate an expense if it seems reasonable.
 |
| Travel Records* Detailed logs on travel expenses.
* Written documentation regarding the specific business purpose for the travel expense along with receipts.
 |
| Accounts Receivable* Detailed list of money owed to PMI Madison chapter such as contributions reconciled to general ledger.
 |
| Prepaid Expenses* List of prepaid items reconciled to general ledger
* Copies of lease agreements and insurance policies
 |
| Fixed Assets (Property & Equipment)* List of assets.
* Detailed list of all repairs and maintenance expenses for the fiscal year
 |
| Accounts Payable* Detailed list of vendors PMI Madison chapter owe money to as of the fiscal year end reconciled to the general ledger
* Access to all invoices not paid as of the fiscal year end
 |
| Accrued Expenses* List of accrued expenses as of the fiscal year end reconciled to the general ledger
 |
| Deferred Revenue* List of deferred contributions as of the fiscal year end reconciled to the general ledger
 |
| Debt* Amortization list which shows principal and interest
 |
| Revenue* Details of contributions received
* List of revenue and expenses for special events
 |
| Expenses* List of legal expense and copies of related invoices
* List of functional expenses
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| This policy was approved by majority Board vote on 03/09/2015. |

**Revision History:**

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| Date | Modifications |
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## 3.2 Conflict Resolution

**PURPOSE OF THIS POLICY:**

* Provide consistent and transparent manner by which chapter members and leaders are able to mitigate and resolve conflict at the Chapter (local) level
* Enable chapters to resolve conflict quickly, while still maintaining service/value delivery to members
* Establish process for information gathering, facilitated dialogue, negotiation of resolution, and acceptance of resolution.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP of Governance and Policy

**THIS POLICY APPLIES TO:**

Chapter members and non-chapter members

**POLICY WORDING:**

* Chapter Boards have the responsibility and authority to address and resolve requests for conflict resolution. The board is not authorized or responsible for resolving conflicts that have not been submitted via the local chapter conflict resolution process.
	+ The Board shall ensure there is a fair and transparent process for resolving conflicts:
		- Ensures consistent and regular communication to all and only to the parties involved in the conflict
		- There cannot be any “backroom negotiation” – consistent messages given to all parties
		- It will respect privacy and confidentiality at all times
		- It will provide timely resolution of the conflict
		- Ensure respectful communication – preserving relationships; protect personal and professional reputation
		- I will uphold interests of the chapter membership at all times during the conflict resolution process. For example, inappropriate to damage chapter standing or ability to deliver value/service to members during the resolution process
		- If the conflict cannot be resolved locally in good faith, the chapter must escalate in accordance with PMI’s Conflict Resolution Program
		- The chapter shall ensure there is an elected or appointed Board level role responsible for developing, implementing and monitoring the local conflict resolution process
	+ The Board is authorized to appoint a neutral party to facilitate resolution in accordance with their local conflict resolution process.
* The chapter shall establish criteria for the board to use in selecting neutral parties (for facilitation):
	+ Unless otherwise specified under current duties of elected officers (i.e. VP of Governance), the neutral party selected must not hold an elected or appointed position, with exception of Past President
	+ The neutral party(ies) must Complete a Conflict of Interest form (similar to those the Board completed) to confirm neutrality and a Confidentiality Agreement
	+ The position is strictly a volunteer role
	+ Must have demonstrated facilitation skills and emotional intelligence. Legal skills are not absolutely required
	+ Does not have to be a member of the chapter
	+ Must not be a party or related to the dispute in any way
	+ The facilitator is authorized and required to:
		- Reach out to all named parties in the conflict to conduct information gathering interviews, clarification, request relevant documentation from the Chapter board
		- Present a recommendation for resolution for acceptance by the parties and the Board
		- Document final agreement (i.e. next steps can be agreed resolution or to escalate) containing official observations and findings
		- Regularly report out to the Board liaison (designated person responsible for Governance) and all parties regarding progress
		- Upon completion of the facilitation, securely destroy working notes
	+ The facilitator is released of responsibilities upon delivery of final finding(s) and recommendation(s) and secure destruction of working notes
* The chapter shall establish communications and protocols for members to submit a conflict for resolution:
	+ Will provide forms to capture and provide consistent information throughout conflict resolution process. For example, used by facilitator
	+ It will provide timeline for communications throughout the process
	+ It will use consistent templates for communicating progress through the process
		- Acknowledge receipt of forms
		- What to expect throughout the process
		- Introduction of facilitator
	+ Location and steps for accessing forms/instructions required by the conflict resolution process.
* The chapter shall establish process for escalating to PMIs CR program in the event local resolution of the conflict is not possible:
	+ The Board Governance Liaison (whoever is responsible) documents that although a good faith effort was made to resolve the conflict at the chapter level and at least one party requests escalation
	+ If one or more parties request escalation, the Board Governance Liaison initiates escalation in accordance with the PMI Conflict Resolution Program and turns over all the facilitator’s official documentation within 15 days
* The chapter shall establish process for information gathering, facilitated dialogue, negotiation of resolution, and acceptance of resolution.

This policy was approved by majority Board vote on: 3/4/14

Conflict Resolution Template: 

Revision History:

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by calling: [number].

## 3.3 Granting Security Access Rights

**PURPOSE OF THIS POLICY:**

To secure access to chapter documents on -

1. Google Drive (Document Repository)
2. Chapter Website Joomla Drop Files (Google Drive Shortcuts)
3. PMI.org CS (Component System Document Repository)

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP Governance and Policy

**THIS POLICY APPLIES TO:**

Chapter members.

**POLICY WORDING:**

1. The Board menu left sidebar on PMI Madison web site is only available after login.
2. Board members will have administrative account access to Joomla.
3. Board members will have access to CRS (Chapter Reporting System).
	* Only the President will have Edit access to CS (Component System). Board members can request the President for specific access to documents such as Charter Renewal on CS. President-Elect can authorize in the event that that President is unavailable.
4. President, Past President, President-Elect, all VP positions and directors are created as super users on Joomla.
	* Super users will have all permissions for example - create, view, edit, upload, delete, approve, publish, create events etc
	* Super users can decide and grant permissions to their team members.
5. No confidential information violating privacy or financial information of members or non-members shall be posted to document repository. Privacy would include social security numbers, medical information. Note: Some personal information shared by members/ non-members themselves or having consent of members / non-members like personal addresses or email addresses are ok to be posted to document repository. Example: Contact list.
6. All documents if posted should be viewable by all. If not ready to post, they should not be on document repository.
7. Files related to specific areas are managed by respective VPs and directors. VPs or directors can provide privileges such as publish/ unpublish, approve, delete, edit etc to users for documents they create in their areas.
8. Non-board members may only have view access to docs on Document Repository.

**REFERENCES:**

For guidelines and schedule of securing documents please refer the following two embedded documents –

1. Retention of Documents Article



1. Chapter Documents Retention Schedule



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| This policy was approved by majority Board vote on 06/23/2015. |

**REVISION HISTORY:**

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| **Date** | **Modifications** |
| **04/11/2017** | Purpose of the Policy section is modified and language changed.Poicy wording #2 modified to “Administrative account access”.Policy wording #5 modified text “is” to “shall be”. |
| **09/14/2017** | Modified the langauge to point 5 to be more specific. Replaced text “DocMan” with “Document Repository”. We don’t use DocMan anymore. |

## 3.4 Requests For Chapter Services

**PURPOSE OF THIS POLICY:**

The purpose of this policy is to define criteria to respond to members requests for organization help/ support.

Example: A member requesting PMI Madison Chapter to send out a survey, on behalf, to our members for his/her research study.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP Governance and Policy

**THIS POLICY APPLIES TO:**

Members

**POLICY WORDING:**

**Objectives**

1. Requesting person should be a chapter member or at least a PMI global member.
2. The help/ support requested should be related to project management profession or PMI related.
3. The member requesting help/ support should clearly state the purpose, objective, goal and mission of the project.
4. PMI Madison Chapter cannot guarantee the results expected by the member.
5. Board reserves the right to decline, cancel or withdraw the request at any time.
6. PMI Madison Chapter is not responsible for any liabilities arising/ incurred from the project.
	1. For example: In case the project undertaken violates copyright laws.
	2. Issues arising out of this are the sole responsibility of the member requesting help/ support.
7. Board is not obliged to provide any reason for cancelling / withdrawing help/ support.
8. Member needs to clarify expectations with the PMI Madison Chapter and not assume anything.
	1. PMI Madison Chapter will not share information that is not in alignment with the PMI’s vision/ mission/ goal/ values etc. For example: Survey results cannot be shared based on the gender, race etc.
9. Member’s submission of request is acceptance of liability.

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| **This policy was approved by majority board vote on 05/15/2017.** |

**Revision History:**

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| **Date** | **Modifications** |
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| **Date** | **Modifications** |
| **14th Aug 2014** | 1. Executive Board email ids were updated.2. PMI-MAD Operations Board email ids were updated.3. Calendar now resides on Zimbra instead of Google.4. Document Repository is on PMI website.5. Added Email Signature. |
| **10th Sep 2014** | Added PMI logo at the end of the signature. Also, the font is changed from Calibri(Body) to Professional. |
| **20th June 2015** | 1. Updated all e-mail addresses2. Created sub-headings for e-mail distribution lists3. Moved communication guidelines to front of policy4. Dropped contact groups Eventsteam@pmi-madison.org and board@pmi-madison.org.5. Re-named VP Outreach to VP Marketing and Outreach.  |
| **18th July 2016** | 1. Added Audit Committee distribution list.2. Updated password section.3. Updated operational board contact id4. Added section E. Audit Committee |
| **9th Oct, 2017** | This 2017 summer planning meeting it was decided that this policy should belong to Governance area. Moved from Administration to here (Governance area) and renumbered the policy from 1.1 to 3.5. |
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# 4 Membership

## 4.1 Group Discounts & Pricing

The purpose of this policy is to describe in what circumstances group

discounts may be given by PMI Madison.

This policy was approved by majority Board vote on

## 4.2 Guidelines for Volunteer Recognition

**THE PURPOSE OF THIS POLICY**

This policy provides guidelines for volunteer recognition.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY**

VP Governance and Policy

**THIS POLICY APPLIES TO:**

Chapter volunteers

**POLICY WORDING:**

1. Recognition can be in any form. Example: Purchasing gift cards.
2. A volunteer cannot exceed $500 in benefits in a year.
3. Event volunteers are not eligible for prize drawings. Strategic or Operational Board members are never eligible for prize drawings.

**POLICY WORDING specific to PDD:**

1. Recommendation on gift cards (should be included in President Elect’s budget for PDD):
	1. team members ($25)
	2. team leads ($50)
	3. PDD PM ($100)
2. A letter and contribution certificate will be sent to each volunteer’s employer.

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| This policy was approved by majority Board vote on 07/25/2015  |

Revision History:

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| Date | Author | Modifications |
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## 4.3 Student Membership Discount

**PURPOSE OF THIS POLICY:**

The policy describes eligibility criteria for a student to become chapter member and receive membership discount.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP of Governance and Policy

**THIS POLICY APPLIES TO:**

Students who wish to become chapter member.

**POLICY WORDING:**

* Student members must first be reviewed and approved for eligibility by PMI GOC.
* To be a chapter member a student must hold PMI student membership.
* To qualify for PMI Student membership the student must be enrolled as a full-time student in an undergraduate or graduate degree program from an accredited or globally equivalent college or university.
* Student Members shall have voting rights.
* Student Members shall not be entitled to hold any elected office in the Institute, except that Student Members may hold office and vote within a PMI Chapter, as may be granted in the Chapter Bylaws.
* Student membership enrollment is all year round and the membership discount price $15 applies at the beginning of a given month.

This policy was approved by majority Board vote on 17th June 2014

Revision History:

# 5Outreach

## 5.1 External Chapter Presentations

The purpose of this policy is to set guidelines for development and delivery

of Chapter Presentations.

## 5.2 Corporate Sponsor Program

**PURPOSE OF THIS POLICY**

This policy outlines the details of the chapter’s corporate sponsorship program.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY**

Vice President of Marketing & Technology

**THIS POLICY APPLIES TO:**

This policy applies to chapter members and non-members.

**POLICY WORDING**

The PMI Madison SC WI Chapter welcomes sponsorship to support a common goal of enhancing project management knowledge, accreditation, development and practice for our members, the profession and the community.

We offer two levels of corporate sponsorship at most chapter events (*does not include Professional Development Day):*

**Gold Sponsorship**

Gold Sponsorship fee can be in the form of one or more of the following:

* Provide a location for a chapter event free of charge
* $500 cash donation
* In-kind donation of food and refreshments

Gold Sponsorship Benefits include:

* Display sponsor logo and link on PMI chapter website for 6 months
* Sponsor listed in Corporate Sponsor section of Chapter newsletter for 6 months
* Sponsor logo printed on meeting/event materials
* Sponsor provided space at sponsored meeting/event to present materials and meet with attendees
* Recognition as sponsor at beginning of event and given time on the agenda

**Silver Sponsorship**

Silver Sponsorship fee can be in the form of one or more of the following:

* $250 cash donation
* In-kind donation of refreshments

Silver Sponsorship Benefits include:

* Display sponsor logo and link on PMI chapter website for 3 months
* Sponsor listed in Corporate Sponsor section of Chapter newsletter for 3 months
* Sponsor logo printed on meeting/event materials
* Sponsor brochures/information available at sponsored meeting/event
* Recognition as sponsor at beginning of event

In addition, all corporate sponsors are welcome to conduct a raffle/prize drawing at the conclusion of the event.

Corporate Sponsorship Acceptance and Material Guidelines:

Acceptance:

* Corporate sponsorship may be offered by any organization or individual.
* The PMI Madison/South Central Wisconsin Board of Directors reserves the right to reject any offered corporate sponsorship.

Materials/Brochures:

* Materials must be of professional appeal or of interest to the members of the PMI Madison/South Central Wisconsin chapter members.
* Sponsor logo and website link will appear on the PMI Madison/South Central WI website at [www.pmi-madison.org](http://www.pmi-madison.org). It is recommended that the logo be based on the Corporate Sponsor’s company logo. Logo/image can be no larger than 1” x 1” and should be in either .gif or .jpg format. Space required for the image should be no more than 1 MB. The image size and resolution may be reduced by PMI Madison/South Central WI for placement on the website.

This policy was approved by majority Board vote on **2/5/13.**

Revision History:

## 5.3 Supporting Events by External Providers

**PURPOSE OF THIS POLICY:**

This policy applies when an external vendor requests that the chapter support an educational event that the vendor provides. This support can consist of one or more of the following requests

* Publicizing the event in any of the chapter communication forums, including (but not limited to) the website, newsletter or chapter meetings.
* Email blast about event to members
* Coordinating facilities for the event
* Handling registration for the event

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP Professional Development

**THIS POLICY APPLIES TO:**

Both chapter members and non-members.

**POLICY WORDING:**

The strategic board must approve all requests for supporting an event, using the following guidelines:

* No event will be supported that takes place within 60 days (before or after) the Chapter’s annual Professional development day.
* The event must be consistent with the purpose and mission of the Chapter
* Course offering must be PMI certified for PDUs
* The event to be sponsored is not redundant with an existing Chapter offering
* The Chapter will receive 50% of all fees charged for the event
* Directors of impacted areas agree to provide necessary support. Depending on the nature of the request, this may include:
	+ Communications - publicity and other support
	+ Membership – registration support
	+ Programs – speaker coordination
	+ Professional Development – event coordination

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| This policy was approved by majority Strategic Board vote on 03/03/2012. |

**REVISION HISTORY:**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author(s)** | **Comments** |
| 0.1 | 9/9/15 | ashok diggavi | Changed font to “Calibri” and formatted to be consistent with other polices. |

# 6 Professional Development

## 6.1 Cancellations

**Purpose:**

The purpose of this policy is to set expectations and provide instructions for individuals who cancel their registration to chapter events. This policy needs to be communicated in the registration process for these events and on the chapter website.

This applies to both chapter members and non-members.

**Policy wording:**

**CHAPTER MEETING REGISTRATION, REFUND AND CANCELLATION POLICY:**

**REFUND/CANCELLATION POLICY:**  Due to the costs associated with hosting and catering this event, the chapter is unable to provide refunds for registrations canceled after 5 DAYS BEFORE THE EVENT. You are always welcome to substitute another individual to attend in your place.

The name of the person who will be attending in your place must be substituted via the chapter registration system or if registration has closed, via email to membership@pmi-madison.org .

**PMP PREP CANCELATION POLICY**

**PMP PREP CANCELATION POLICY:** Due to the costs associated with this event, the chapter expects members who have registered, but can no longer attend to find a suitable substitute.  Registration fees will be forfeited if you are unable to attend and do not find a substitute.

The name of the person who will be attending in your place must be substituted via the chapter registration system or if registration has closed, via email to ed\_events@pmi-madison.org .

**PDD REFUND/CANCELATION POLICY**

**PDD REFUND/CANCELLATION POLICY:**  Due to the costs associated with this event, the chapter is unable to provide refunds for registrations canceled after 14 DAYS BEFORE THE EVENT. You are always welcome to substitute another individual to attend in your place.

The name of the person who will be attending in your place must be substituted via the chapter registration system or if registration has closed, via email to membership@pmi-madison.org

This policy was approved by majority Board vote on 12/5/2011

## 6.2 Event Rates for Non-Members

The purpose of this policy is to describe when PMI Madison will allow non-members to receive member rates on events.

• Non-members will be required to pay non-member rates if they are not a

PMI Madison member at the time they are registering for a PMI Madison event.

• If the non-member becomes a PMI Madison member within 60 days of the event, the new member may apply for a refund for the difference between the member and non-member rate for the event.

• The Membership Director will verify that the member applied and was awarded membership within 60 days following the event

Exceptions to this policy can be made at the discretion of a Director.

This policy was approved by majority Board vote

## 6.3 Career Opportunity Posting Guidelines

**THE PURPOSE OF THIS POLICY**

Offering relevant opportunities related to project management and business analyst professions as a value to our membership at the chapter meetings.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY**

VP Governance and Policy.

**THIS POLICY APPLIES TO:**

VP Professional Development, VP Technology and Job posting employers

**POLICY WORDING:**

1. Job offers will be shared at chapter meetings.
2. Only jobs related to project management / business analysis are allowed.
3. The employer shall be responsible for the accuracy, and completeness of any job postings that are placed at the chapter meetings.
4. Job posting employers should present their job offerings to be reviewed by VP Prof. Development team and added to the presentation slide deck at a chapter meeting selected. A board member will mention the job offerings at the Chapter meeting.
5. Our PMI Madison South Central Wisconsin chapter assumes no responsibility or liability for any personnel selected by the employer and the employer agrees that any selection, retention or hire of any individual or entity is based solely on their investigation, verification and determination that such hire is suitable for their company's purposes.
6. The employer agrees to hold harmless PMI Madison South Central Wisconsin chapter from any claims, damages or losses incurred by the employer, their company or any other party.
7. Our Chapter reserves the right to refuse or remove job posting(s) if they appear fraudulent or contain questionable content. Contents that are not in the interest of the chapter business, not complying with local State laws or PMI global.
8. Only employers which adhere to state and federal guidelines regarding equal opportunity hiring policies will be permitted to offer jobs at our chapter meetings.
9. The following information is required to post a project management or business analyst job opportunity.
	1. Submitter's Name
	2. Company Name
	3. PMI ID # (if member)
	4. E-mail address
	5. Company address
	6. Job Position/Title
	7. Brief Job Description (50 words or less)
	8. Job Location
	9. Job Salary Range (optional)
	10. Contact Information (Name, address, e-mail, telephone number)
10. Job listings will not be offered on our website

This policy was approved by majority Board vote on **xx/xx/xxxx**;

Revision History:

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| Date | Modifications |
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## 6.4 Speaker Agreement

**PURPOSE OF THIS POLICY:**

To provide guidelines for establishing contracts that is clear and consistent agreements between PMI Madison Chapter and Speaker.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP of Professional Development, President-Elect and VP of Governance and Policy

**THIS POLICY APPLIES TO:**

VP of Professional Development, PDD Project Manager and Speakers.

**POLICY WORDING:**

1. Speaker will acknowledge that he/she will act in the capacity of an independent contractor and not as an member of PMI Madison Chapter. You will take all necessary steps to preserve and ensure this status.
2. Speaker will provide an electronic copy of presentation at least 2 weeks prior to the presentation that will be placed on our PMI Madison Chapter website.
3. If accident, illness or any other Act of God forces the speaker or PMI Madison Chapter to cancel the presentation then neither party shall be responsible for any payments.
4. The PMI Madison Chapter may, up to 30 days before the scheduled presentation, cancel or reschedule it without obligation.
5. Speaker should inform PMI Madison Chapter at least 2 weeks in advance for any request in changes to the presentation.
6. PMI Madison Chapter may provide one dinner on the night before or the night of the presentation up to $50.
7. Speaker shall be responsible for making his/her own travel arrangements to/from Madison. The speaker will assume the cost unless otherwise agreed upon in writing.
8. PMI Madison Chapter should check if speaker is coming to Madison on multiple purposes. If yes, then request a split in the cost.
9. PMI Madison Chapter must receive the invoice supported by receipts no later than 30 calendar days after the presentation or forfeit reimbursement of those expenses.
10. PMI Madison Chapter should inform speaker about no self-promotion and PMI guidelines.
11. All expenses must be cleared in advance through the Director of Programs or PDD PM as appropriate.
12. PMI Madison Chapter will confirm the venue and date information in the contract.
13. Survey results should be reviewed and scores checked for future considerations.
	1. A score below 4 (fair) is unfavorable and Speaker may or may not be considered for another PMI speaking engagement, to include PDD and Chapter Meetings, for a minimum of 2 years.

**Specific to PDD speakers:**

1. Keynote speaker and Keynote speaker budget will be determined, approved by the Board a minimum of 60 days prior to the event.
2. The PDD Program Manager will be provided a workshop speaker budget, predetermined by the Board with input from Finance. Prior to finalizing workshop speakers, Finance will review and compare with budget and give comments. The PDD Program Manager will provide a spreadsheet with speaker names, assigned workshops and associated fees. All PDD speakers must have a contract.
	1. Copies of contracts should be sent to VP of Finance and President Elect upon signature.
3. PDD speakers should estimate their expenses and include that amount on the contract. The speaker is paid for their fee and expenses at the PDD. Payment and terms will be included in the contract.
4. Any special requests or accomodations needed such as sound checks, AV needs or other logistical needs should be addressed as part of speaker negotiations and outlined in the speaker contracts.
5. PDD Speaker Team Lead can sign the contract if the amount is less than or equal to $2000. Contracts exceeding this amount must be signed by President-Elect.

**Liability:**

1. PMI Madison Chapter is not responsible or liable for any damages or loss of items incurred by the Speaker.
2. PMI Madison Chapter members will help / assist the Speaker in setting up the presentation items. In the event Speaker’s any item is damaged or lost PMI Madison Chapter or the PMI Madison Chapter members are not responsible and not liable to pay for any damages or losses incurred by the speaker.
3. No compensation is paid for any damages or loss of items incurred by the Speaker.

**AUTHORITY:**

* 2014 Policy Manual for PMI Chapters.
* PMI Madison S/Central WI Chapter Charter Agreement.
* PMI Global Guide to Organizing a PMI Chapter Conference

**SUPPORTING DOCUMENTS:**

* Chapter Operations Handbook
* Chapter Procurement Policy and processes

**SPEAKER AGREEMENT LETTER TEMPLATES:**

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| This policy was approved by majority Board vote on 07/25/2015. |

**REVISION HISTORY:**

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| Date | Author | Modifications |
| 11/5/2015 | ashok Diggavi | Added a section on “Liability”. |
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## 6.5 PMP Prep Class Instructor Evaluation

**PURPOSE OF THIS POLICY:**

To provide guidelines for evaluating and appointing PMP prep classes instructors

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY:**

VP Governance and VP Professional Development

**THIS POLICY APPLIES TO:**

PMI Madison / South Central PMP Prep Class

**POLICY WORDING:**

**Instructor Selection**

1. Returning Instructors who have achieved and maintained a 4+ course evaluation rating from their class students (on a 1 – 5 scale) shall be given preference on a first-come, first served basis.
	1. This is determined by the date of their application to the Instructor position in VRMS
2. Returning instructors who achieve and maintain a 3.1+ course evaluation rating will then be considered
3. New instructors will be added to fill out the remaining need based on a first-come, first-served basis

**Expectations of the PMP Prep Class Lead (Board appointed Director):**

1. Ensure that instructors of courses intended for PDU credits possess an active PMP credential and have received their materials 3 weeks before the scheduled course date.
2. Survey results should be reviewed and scores checked for future consideration of Chapter returning instructors
	1. A score of Fair (3.0) or below is not good and will not be considered in that knowledge area for another at least 2 years
	2. A score of Good and above (3.1+) is considered eligible to teach additional sessions
3. Based on class evaluation, follow up with Instructors on specific reasons for not delivering as expected

**Expectations of PMP Prep Class Instructors**

1. An Instructor will inform the PMP Prep Class Lead in advance of his/her absence and suggest a substitute so the students don’t suffer loss of classes.
	1. It is preferred that they inform at least 2 weeks in advance to allow time for a replacement

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| **This policy was approved by majority Strategic Board vote on 07/25/2015.** |

**REVISION HISTORY:**

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| **Version** | **Date** | **Author(s)** | **Comments** |
| 0.1 | 6/9/15 | Ashok Diggavi, Ann Lynch | Original draft on Expectations |
| 0.2 | 6/10/15 | Tom Winchell | Added Instructor Selection section |
| 0.3 | 7/25/2015 | Kristie Sands | Reviewed and approved during Board Summer Planning meeting. |

## 6.6 Fee Reduction for Volunteers

The purpose of this policy is to set guidelines for reducing fees for

volunteers at PMI Madison events.

• At the discretion of the Director, volunteers on committees, who put in a

significant effort (+ 20 hours) in planning/running the event, may have

their fees reduced to the actual cost per person as determined by the

Director.

• The Board must approve all other requests for reducing fees/costs for

attendance by volunteers to PMI MADISON events.

This policy was approved by majority Board vote on

# 7 Technology

## Technology Requests

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**PURPOSE OF THIS POLICY**

The purpose of this policy is to ensure that:

* Strategic and operational Board members as well as chapter members receive consistent high quality assistance.
* Have an easy and common interface for receiving assistance which does not require a change in habit.
* Request servicing Board members have a single but collaborative version of request allowing for consistent, timely and quality response to requestors.

**EXECUTIVE BOARD MEMBER RESPONSIBLE FOR THIS POLICY**

 VP of Technology

**THIS POLICY APPLIES TO:**

PMI Madison Chapter Board and Members

**POLICY WORDING**

**Who Can create request tickets:**

1. Board members may create a request ticket
2. Chapter members may create a request ticket
3. Non-chapter members may create a request ticket

How to create a request ticket:

There are two ways to create a request ticket

1. Navigate in a web browser of choice to the ticket request creation web page at <https://pmimadison.on.spiceworks.com/portal> or Go to Chapter menu on the web site and click Help Desk (Currently not visible to the public)
2. Send an email to help@pmimadison.on.spiceworks.com

NOTE: Apply urgent request policy to urgent requests if using portal

Urgent Request Treatment:

Urgent requests are requests with an immediate need (less than 24 hours). It is to be noted that normally people do not place due dates on requests, so rules must be in place to assure we apply the correct urgency to requests. The correct urgency would be governed by the below Request Management expectations.

1. Board Members should always follow-up with a Phone call to the VP of Technology to confirm urgency if standard request management expectations are not acceptable
2. It is assumed that if no due date is requested, then best effort within request management expectations should be expected.

**Request Management Expectations**

* A request tickets will have a first response within 24 hours
* A request tickets will have a close goal of 7 days unless a specific due date has been negotiated with requestor or ticket is a project need
* A request ticket will be considered abandon if requestor has been contacted three times with no response and may be closed if appropriate (there is no need other than the requestors need).
* It is not mandatory for request admins to use the ticket management system to managed tickets as they can be 100% worked through email, if desired. It is advisable not to use this method though as there is value in the tools the ticket management system provides.

**Non-Technology Requests**

* If a chapter member or non-chapter member creates a non-Technology request, the technology team can either invite and assign the ticket to the non-technology team member or forward the ticket information in an email to the appropriate board member and close the ticket.
* NOTE: We can create unlimited ticket manager logins meaning all board member positions can have logins to the ticket system creating a unified board, but this is not mandatory.
* NOTE: Other departments may have their own ticket system organization within Spiceworks if desired. A separate organization would allow for compartmentalized preferences, categories and information. But would also reduce collaboration.

**Request for ticket administration Access**

To become a Request ticket administrator the following would be required.

* + - A VP of an area should create a request ticket requesting a Spiceworks admin account with “pmimadison” organization access for the email address you would like to use when getting request notifications.
		- Specify the type of access.
			1. Admin – access to all settings preferences and organizations.
			2. Tech – access to only requests assigned to your account.
		- Once account is created, the new user will receive an Instructional email on setting their password and getting started.

**Multiple Organization Options**

* An Organization allows us to have a unique help desk for specific events. This can be useful when working with PDD allowing for simple compartmentalized assistance to end members providing a professional consistent experience.
* Creating organizations are easy, and each organization may have their own users and preferences to create a custom experience to end users.

**AUTHORITY:**

1. PMI Madison Chapter Bylaws (Article III, V, VI).
2. PMI Chapter Policy manual.

**DEFINITIONS:**

* **Ticket:** A representation of a request for chapter resources. May be any Need or Category.
* **Status:** The status of the request may be **Open** or **Closed**.
	+ Open implies the person who requested the assistance has not signed off on assistance being completed, or has abandon responding.
	+ Closed means the requestor has accepted work completed or has abandoned request.
* **Assigned to**: The human responsible for fulfilling the request at its current status.
* **Need**: The need is the type of requested. Something is **Broken, Question,Suggestion, Request; Project, Unspecified**. This helps drive urgency. Broken items are always a top priority for the team providing service. All others are based on either an ETA if a hard deadline exists, or first come, first serve based on bandwidth availability.
* **Category**: Categories relate to the human resources required to apply effort to request along with the area of need.
* **Priority**: The urgency of the ticket. **High, Medium, Low**
* **Due Date**: Represents the date which requested should be closed. Closed required requestors confirmation of completed work.
* **CC’ed Users**: Other people may be included in a request as many as needed. Normally stakeholders.

**SAMPLE TICKET PROCESS**

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| **Timeline:**  |
| 1. **7/14 - Request email sent to help@pmimadison.on.spiceworks.com regarding a bad web page link**
	1. **2 hour later – PMI chapter Help Desk admin replies to request through system that request has been received with an expectation to solve issue in two days or less.**
	2. **Help desk works with Proteon to have web site link fixed**
2. **7/15 - Proteon notifies Help desk of issue resolution**
	1. **Help desk notifies requestor that issue has been resolved and closes ticket once requestor has confirmed their issue has been resolved.**
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| **Example Ticket Creation:** |
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| **Email sent to Requestor:** |
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| **Email Sent to Help Desk Staff:** |
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| **This policy was approved by majority Board vote on 10/13/2016** |

**REVISION HISTORY:**

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| **Date** | **Author** | **Modifications** |
| **2016.07.22****2016.08.05** | Jay WalkerJay Walker | Creation of Draft PolicyUpdates based on Kendra Whipple’s feedback |