# OPERATIONS MANUAL

## Revision History

| Revision Number | Revision date | Summary of Changes | Changes Made by |
|---|---|---|---|
| Initial | 01/23/2016 | Initial draft | Lori Gacioch |
| .01 | 02/05/2016 | Added blurb from bylaws into Ops Manual section Elections. | Lori Gacioch |
| .02 | 05/12/2016 | Updates pgs 1-20 | Lori Gacioch with input from Board members |
| .03 | 07/13/2016 | Updates pgs 21-40 | Lori Gacioch with input from Board members |
| .04 | 08/04/2016/ | Updates pgs 41-60 | Lori Gacioch with input from Board members |
| .05 | 10/04/2016 | Formatting updates | Lori Gacioch |
| .05 | 10/10/2016 | Added Network Solutions info on Domain registration-pg 62 | Lori Gacioch (email from Michelle with info) |
| .05 | 10/15/2016 | Added Credit Cards section and location of SOP Credit Card Reconciliation to pg 45 Finances | Lori Gacioch (email from Peggy Priest 8/4/2016) |
| .06 | 11/16/16 | Updated with a couple questions for the board | Lori Gacioch and Michelle Venezia on 11/9/16 and reviewed with the board on 11/16. |

| .06 | 11/19/16 | Updated Ithaca section | Email from Dina Maxwell on 11/17/16. |
|-----|----------|------------------------|--------------------------------------|
| .06 | 12/14/16 | Updated Professional Development sections and added a few new ones | Email from Jason Becker on 12/14. |
| .07 | 12/30/16 | Added new sections and made various updates throughout | Michelle Venezia |
| .08 | 01/01/2017 | Added Outreach Initiatives section and Placeholder for Equipment an Asset Inventory section | Stacy Munechika |
| .09 | 01/17/2017 | Updated Membership procedures | Denisia Carden |
| 1.0 | 12/28/2017 | Quarterly Review | All board members |
| 2.0 | 07/25/2019 | Yearly Review | All board members |

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PMI Rochester Operations Manual

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| Sponsor:    **President** | |
| Sponsor's Approval and Date: 12/28/2017 | |

**INTRODUCTION**

PURPOSE

The purpose of the Operations Manual is to:

- Establish consistent, repeatable policies/practices/procedures for the activities involved in executing chapter activities.

- Ensure a clear and consistent definition of the policies that impact and govern the numerous operating processes required in the administration of the chapter activities.

- Improve the transition of responsibilities when new members take on chapter responsibilities.

Anything referenced here regarding the Google drive is accessible only to those that have explicit rights granted by the board and signed a confidentiality agreement.

This manual is intended to be a dynamic document. As new subjects are identified, they will be added. Current information will be continually reviewed as requirements change or where the quality or efficiency of the process (es) can be improved.


*Note: The Chapter's detailed standard operating procedures (SOPs) can be found in the chapter's Google drive: Portfolios > Governance > Process Documents.*

AUDIENCE

The audience of the Operations Manual is:

- **Primary** – Any member of the chapter with responsibility for any operational or governing activity

- **Secondary** - All members of Rochester, NY PMI Chapter

CHANGE CONTROL PROCESS

- Responsibility for the creation and ongoing maintenance of the <u>content</u> of each section rests with the Sponsor (Owner).

- Any member of the board may sponsor changes to it, providing that the board reviews and approves said changes.

- Smaller requests for a new subject or Section outside the standard revision process, should be addressed to the Board using the Subject Template provided in the Appendix.

- The new request should include a description of the subject or section as well as a recommended Sponsor.

- For more broad updates, use of MS Word's track changes should be utilized to more easily identify changes.

- When a section or new subject is created or when changes are made to an existing subject, the Sponsor will distribute it to the Board for review and comment.

- After review comments have been incorporated, and the Board approves, the Sponsor will provide an electronic copy to the VP of Governance. The VP - Governance will incorporate the change, update the version number of the subject and of the Operations Manual, and notify the chapter membership of the change.

- Update cadence: quarterly.

SECTION SPONSORS (OWNERS)

| Section or Subject | Owner |
| --- | --- |
| Introduction | President |
| Advertising | VP – Marketing and Communications |
| Affiliations | VP - Outreach |
| Annual Operations and Strategic Planning | President |
| Annual Operations Budgeting | VP – Finance |
| Board and Director Orientation Session | President |
| Board of Directors | President |
| Certification and PDU Points | VP – Membership |
| Chapter Awards - Rochester | VP -Outreach |
| Charter Renewal | President |
| Committees | President |
| Communications | VP – Marketing and Communications |
| Complaints or Disputes | VP – Governance |
| Conflict of Interest | VP-Governance |
| Document Retention | VP – Governance |

| | |
|---|---|
| Elections | VP Governance |
| Equipment & Asset Inventory | VP-Finance |
| Expense Reimbursements | VP – Finance |
| Finances | VP – Finance |
| Governance | VP-Governance |
| Meeting Registration | VP – Professional Development |
| Member Meetings | VP – Professional Development |
| Membership Data | VP – Membership |
| Officers and Responsibilities | President |
| Outreach Initiatives | VP - Outreach |
| Professional Development Day – Event | VP – Professional Development |
| Project Initiation Request | President |
| Sponsorship | VP - Outreach |
| Succession Planning | VP - Governance |
| Surveys – Annual Membership | VP – Membership |
| Surveys – Events | VP – Professional Development |
| Technology | VP – Marketing and Communications |

| | |
|---|---|
| Vendor Relations | VP - Outreach |
| Vision, Mission & Key Strategies | President |
| Volunteer Awards | VP - Membership |
| Volunteer Onboarding & Off-boarding Process | VP-Membership |
| Website | VP – Marketing and Communications |
| **Appendices:** | |
| Board Organization Chart | VP -Membership |
| Operations Manual Subject Template | VP - Governance |
| Complaint or Dispute Log | VP -Governance |
| Diversity & Inclusion Policy – Refer to SOP | President |
| Election Candidate Bio | VP Governance |
| Election Nomination Request | VP Governance |

| **Policy** | |
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| Subject: **Advertising** | Page: 1 of 1 |
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| Sponsor:    **VP – Marketing & Communications** | |
| Board Approval and Date: | |

**ADVERTISING.**

Vendors may choose to advertise via Chapter communications such as the website, newsletter and email.  Current pricing lists for the advertising catalog are outlined in the **PMI Rochester Advertising Brochure** located in Google Drive under Portfolios > Marketing & Communications > Brochures & other collateral.

The Board reserves the right to review any advertising and accept or reject it based on the Board's judgment of appropriateness to the Chapter's membership.

Payment collection is done through the Product Catalog on the Website, maintained in a web platform SaaS solution. The VP of Marketing & Communications is responsible for maintaining the advertising product catalog, and the VP of Finance is responsible for monitoring receipt of payments through Paypal.

All requests are initially routed to the Director of Advertising in alignment with the published advertising and sponsorship guidelines: http://pmirochester.org/Sponsor_Our_Chapter.

| Policy | |
|---|---|
| Subject: **Affiliations** | Page:    1 of 2 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **VP - Outreach** | |
| Board Approval and Date: 1/18/2017 | |

**AFFILIATIONS**

The PMI Rochester Chapter is an independent, affiliated component of the Project Management Institute.  Consistent with the terms of our Charter with PMI we may form authorized relationships with other organizations, corporations, associations, and similar entities, to establish a basis for mutual activities and exchanges of information related to the field and practice of project management.  Such relationships shall comply with guidelines established by PMI.  Prior to its acceptance and execution of a cooperative agreement or other formal relationship with a non-PMI entity, we must employ a fair process for full and open exchange and communication with PMI where necessary.  During such a process, the Component shall inform PMI of the terms and conditions of such agreement or relationship and shall provide PMI with a complete copy of all documents stating the terms and conditions of the relationship.  No final agreement shall be executed until this process is completed, and the Chapter has received a formal, written communication from PMI Global Operations Center (GOC).

The President or President Elect, VP of Marketing and Communications, VP of Ithaca and the VP of Outreach shall construct agreements and manage relationships with select external organizations and other chapters that provide mutual benefit.  Agreements will be reviewed / renewed on an annual basis based on value received from the relationship.

Criteria to enter into an agreement with another organization are:
1. Potential to increase PMI Rochester membership
2. Potential to increase attendance at PMI Rochester events / training / other offerings
3. Potential to increase PMI Rochester's visibility in the community as the

standard bearer of project management best practices and information

Agreements are negotiated per organization and may include some or all of the following benefits:
- Discounted event prices
- Distribution of materials and information
- Event listings & promotion
- Recognition in traditional and social media vehicles (newsletter, website, LinkedIn, Twitter, etc.)
- Joint meetings
- Board collaboration
- Opportunities for Chapter members to receive Professional Development Units (PDUs)

CURRENT AFFILIATIONS:

- Rochester Chamber of Commerce
- Ithaca Chamber of Commerce

| Policy | |
|---|---|
| Subject: **Annual Operations and Strategic Planning** | Page:    1 of 2 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:   **President** | |
| Board Approval and Date:  1/18/2017 | |

**ANNUAL OPERATIONS AND STRATEGIC PLANNING**

STRATEGIC AND ANNUAL PLANNING SESSION

Each year, the President is responsible for coordinating an annual planning session that revisits the strategic goals that have been established for the Chapter, and the supporting tactics required to attain those goals. The Board reviews the Strategic Plan on an annual basis, and updates if necessary. The purpose is for the Board to review annually the chapter's focus on its stakeholders, SWOC (strengths, weaknesses, opportunities, and challenges) and then to ensure that the planning's outputs and any decisions made are conveyed to the full Board and Directors in advance of finalizing the annual operational plans and budgets for the following year.

The planning session is typically performed in the August-October timeframe, should be a minimum of 4 hours in length, and should be facilitated by the Past President, Region Mentor, or Chapter Partner. Every 2-3 years a longer weekend session should be conducted to review and revise the overall Strategic Plan. An updated Strategic and Annual Planning Document should be completed by the President and approved for the next fiscal year by the November Board meeting. The output from each year's planning session is maintained in Google drive > Annual Planning.

OPERATING PLAN AND METRICS

Each VP is responsible for developing working plans (portfolio strategy document) within his/her operational team that align to the output of the strategic planning session.

The President will generate a Core Services Worksheet provided by GOC as well as the membership dashboard that includes metrics to measure delivery against the operating plan.

TEMPLATES

The templates for the Operating Plan (strategic plan) are updated as necessary; therefore, layouts are not included in this document. The output from each year's planning session is maintained in Google drive > Annual Planning.

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|---|---|
| Subject: **Annual Operations Budgeting** | Page:    1 of 2 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **VP - Finance** | |
| Board Approval and Date: 1/18/2017 | |


**ANNUAL OPERATIONS BUDGETING**

The Chapter's fiscal year is equivalent to a calendar year, i.e. January through December.

Each officer shall work with his/her Directors to prepare a draft budget, with a supporting Tactical Justification Plan, for the activities and programs they would like to pursue for their respective areas and submit to the VP of Finance within the month of November (Date to be determined by VP of Finance). The draft budget should have sufficient granularity to permit comparison to actual expenses; for event-based plans each event should indicate expected attendance, cost, and revenue.

The VP Finance shall consolidate the individual drafts into a Chapter budget and shall forward a copy of the draft Chapter budget to the Board prior to the board meeting in November.

At the November board meeting, each VP shall present the details of his/her proposed budget to the Board. The Board shall work together to revise line items to achieve an overall zero-based budget. The draft Chapter budget, upon review, modification, and approval of the Board shall become the Chapter budget for the following fiscal year.

Upon budget approval the respective Chapter officers are commissioned to enact the approved activities and programs.

Any changes to the budget during the year must be approved by the Board via a

Project Initiation Request (see Project Initiation Request Policy for further details).   If there becomes an instance where an expenditure needs to be made that is not in the current budget, and has a value of $1000.00 or greater the VP requesting the expenditure shall present the needs of the item to the board of directors for approval.

TEMPLATES

The templates for the Operating Budgets and Annual Financial Plan are changed as necessary; therefore layouts are not included in this document. The templates may be found in the Google drive under Portfolios > Finance > Budgets.

| Policy | |
|---|---|
| Subject: **Board and Director Orientation Session** | Page: 1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor: **President** | |
| Board Approval and Date: 1/18/2017 | |

**BOARD AND DIRECTOR ORIENTATION SESSION**

The President is responsible for conducting an annual orientation session for the Board and all Chapter Directors. This session should be conducted in the Fall, shortly after the incoming Board is elected. The intent of this Session is to share knowledge regarding the Operations of PMI and the Chapter that are essential for success in a Board or Director role. Contents of this session include:

- Alignment on Chapter vision and mission
- High level overview of Governance Documents – bylaws, operations manual, etc.
- Overview of chapter organizational structure and roles
- Overview of chapter offerings / programs
- Review of chapter calendar and key timelines
- Review of expectations of roles
- Introduction to PMI Global Operations Center
- Introduction of Essential PMI Resources and Tools

| Policy | |
|---|---|
| Subject:  **Board of Directors & Board Meetings** | Page:    1 of 2 |
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| Sponsor:  **VP, Governance** | |
| Board Approval and Date: 1/18/2017 | |

BOARD OF DIRECTORS

The PMI Rochester Chapter shall be governed by a Board of Directors (the Board). The Board shall be responsible for carrying out the purposes and objectives of the non-profit corporation.

See the current Chapter Bylaws document for a full description of authorities and responsibilities of the Board of Directors.

ORGANIZATION CHART

See Appendix A

Available on the PMI Rochester Chapter website:

https://pmirochester.org/Organizational_Chart

- The Board will meet a minimum of four times a year, per the bylaws (but typically once a month), either in person or via conference call.
    - o Board meetings: Sept, Oct, Nov, Dec, Jan, Feb, March, April, May and June
    - o Operations meetings: Once a month for 12 months
- The Board will meet at the call of the Chapter President, or at the written request of three members of the Board directed to the President.
- Each board member shall file a Board Report the Monday prior to the board meeting, providing updated functional status and progress against balanced

scorecard metrics. Board reports will be filed in Google Drive under Board Operations and Meetings > Board Meetings > 20XX

- An agenda will be distributed 48 hours prior to each Board Meeting.

- Board meetings will be conducted following Robert's Rules of Order.

- All Board meetings will have documented meeting minutes produced by the VP – Governance or delegated role. Meeting minutes will be distributed by the Monday following the Board meeting.

- Board meeting minutes will be available for future retrieval internally on the Google drive under Board Operations and Meetings > Board Meetings > 20XX.

- Operations meetings to discuss more tactical topics will happen once a month. Meeting minutes will be available for future retrieval internally on the Google drive under Board Operations and Meetings > Operations Meetings.

| Policy | |
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| Subject:  **Certification & PDU Points** | Page:     1 of 2 |
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| Sponsor:  **VP – Membership** | |
| Board Approval and Date: 1/18/2017 | |

**CERTIFICATION & PDU POINTS**

The PMI Rochester Chapter provides PDUs to members for attending our seminars and chapter meeting presentations. PDUs are awarded for just the learning portion of the event.  The VP of Membership is notified of the PDU-earning event through the New Chapter Meeting & PDU Request form found on the Board Admin page. The VP of Membership, or designee, creates a PMI Rochester event code and registers the event with PMI Global receiving a PMI Global event code, and then submits a claim for the PDUs for PMI Rochester members that attended the event.

| Policy | |
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| Subject: **Chapter Awards - Rochester** | Page: 1 of 2 |
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| Sponsor: **VP - Outreach** | |
| Board Approval and Date: 1/18/2017 | |

### CHAPTER AWARDS - ROCHESTER

The chapter tries to track and recognize the accomplishments and professional development of its members annually. This activity is demonstrated by the allowing individuals to nominate or submit the respective information for review. On completion recipients are selected and awards issued at the annual Professional Development Day (PDD)

There are four awards issued:

### PROJECT OF THE YEAR AWARD

The PMI Rochester Chapter Project of the Year Award recognizes projects that best deliver:

- Superior performance of project management practices

- Superior organizational results

- Positive impacts on community

### YOUNG PROFESSIONAL PROJECT MANAGER OF THE YEAR

The PMI Rochester Chapter Young Professional Project Manager of the Year Award recognizes a project manager who has developed professionally through involvement with project activities and has also completed a project which had a substantial impact in the community.

## SOCIAL GOOD PROJECT OF THE YEAR

The PMI Rochester Chapter, Social Good Project of the Year Award, recognizes projects that best prepare youth, teachers, nonprofits and nongovernmental organizations (NGOs) in any of the following:

- Building a better-prepared workforce through academic and professional development scholarships as well as student and professional awards.

- Changing the way children learn, live and plan for the future through knowledge and application of project management.

- Magnifying the power of nonprofits and NGOs in delivering their missions through the application of project management.

## PROJECT MANAGER OF THE YEAR AWARD

The PMI Rochester Chapter Project Manager of the Year Award recognizes professionals who:

- Exemplify outstanding project management practices and ethics.

- Have made significant positive impact to the outcome of a project, through leadership, technical project management and strategic and business management.

- Have demonstrated mastery of PM, evidenced by a PMI certification (e.g. CAPM, PMP, PgMP etc.)

The process for submission will be available online on the PMI Rochester website by December 1. The submission form can be downloaded at: www.pmirochester.org (navigate to the "Programs" tab)

The editable POY application file is stored at Documents > Outreach > Corporate.

The submission process, judging criteria, and all applicable deadline dates are updated in the POY Application Guidelines.

The general timeline is as follows:

- Application submissions can be made starting  December

- The deadline for submissions is  March 30

- Notification of winners is by  April 15

- Awards presentation is at the  Professional Development Day event in May

    The POY Judging Team is appointed by the Director of Corporate Outreach and the VP Outreach

    The Project of the Year Committee purchases the Award(s) and personalizes it for the recipient. The Award costs are allocated as part of the VP of Outreach budget.

Who administers the PMI Chapter Awards Program?
The Chapter Awards Program is administered by the PMI Chapter Professional Development Department, working closely with the Chapter Awards Review Committee of volunteers.

Other Important Information - Permission
Chapters submitting a Chapter Award survey grant PMI permission to publicize the contents for the purpose of promoting and sharing the accomplished best practices. An electronic signature or scanned signature is not necessary. By submitting the survey the chapter is granting this permission. Sensitive information not for disclosure should be indicated at the time of submission.
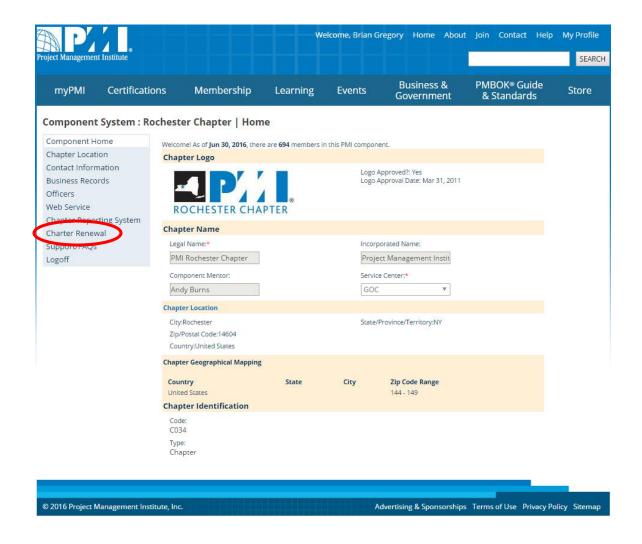
| Policy | |
|---|---|
| Subject: **Charter Renewal** | Page: 1 of 2 |
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| Sponsor: **President** | |
| Board Approval and Date: 1/18/2017 | |

**CHARTER RENEWAL**

On an annual basis, PMI requires the PMI Rochester Chapter prepare and submit a Charter Renewal. The Charter Renewal must be approved by PMI GOC. Therefore, the Charter Renewal must be submitted to GOC by 15 March to allow time for GOC review and approval.

THE GENERAL PROCESS IS AS FOLLOWS:

1. The Chapter President will receive an email from GOC to open the Charter Renewal process. This typically happens in early January.
2. The Chapter President will navigate to components.pmi.org, log in and then choose Charter Renewal on the left side of the screen.

3. The following sections will require review and update, if necessary.
   a.     Contact Information
   b.     Chapter Officers
   c.     Previous Year's Financial Information (to be gathered from the tax returns from the previous and current year)
   d.     Operational Performance
   e.     Digitally Sign

It should be noted that previous years' Charter Renewals are available in PDF format for reference.

| **Policy** | |
|---|---|
| Subject:  **Committees** | Page:    1 of 2 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **President** | |
| Board Approval and Date:  1/18/2017 | |

### COMMITTEES

The President, President Elect, or any Vice President may establish standing or temporary committees to advance the purposes of the organization.  The Board shall approve a charter for each committee, which defines its purpose, authority and outcomes.  Committees are accountable to the Board.

The President, with the approval of the Board, shall appoint a chairperson for each committee.  Committee members will be appointed by the Chairperson from the membership of PMI Rochester or from individuals interested in the organization and focus of the committee.

### COMMITTEE MEETINGS

Committees shall meet as required to conduct their business.
- The Chairperson shall call the meeting(s) as approved.
- Timely notification of time and location shall be given to all committee members and the responsible Board Member.
- A Summary of the committees' activities should be included in the portfolio's (VP's) monthly board report.

The Chapter will maintain the following standing committees:
- Election Committee

Every Board member is encouraged to solicit volunteers to support the activities within the scope of that Board position.  Each Board member is responsible for:

1. Defining the scope of the position and associated PDUs.

2. Defining code of conduct and deliverables of position.

3. Defining meeting and time commitment.

4. Recognizing volunteer's effort.

| **Policy** | |
|---|---|
| Subject:  **Communications** | Page:    1 of 4 |
| Effective/Revised Date:  10/14/2019 | Version:  2.0 |
| Sponsor:   **VP – Marketing and Communications** | |
| Board Approval and Date: | |

**COMMUNICATIONS**

This procedure covers all communications to and from the Rochester Chapter Board of Directors.  Communications include business between the Board of Directors and non-PMI or non-Chapter individuals.  Communications will include mail from the US Postal System, e-mail, Rochester PMI Website information, newsletters, meeting notifications, and other communications, as designated by the Board of Directors.

The VP of Membership also facilitates certain communications between the Board of Directors and the Chapter membership.

Communications include:

- Monthly chapter emails

- Event promotion emails are required.

- Updates to the PMI Rochester Website including:

    - Homepage

    - Pop-Roc News

    - Event Pages

- Social media postings (LinkedIn, Facebook, Twitter, Instagram and YouTube)

COMMUNICATION GUIDELINES

The Rochester Chapter of PMI communication standards cover any message representing PMI Rochester Chapter to external sources or presented to the membership on behalf of PMI Rochester.

Examples include e-mail and newsletters, brochures and fliers, invitations, advertisements, websites, pictures and merchandise.

The communications standards do **not** apply to internal communications, such as e-mail between board or committee members. They also do not apply to communications by members when representing themselves personally and not the chapter on such venues as LinkedIn or Facebook.

Any board or committee member can create communications that represent PMI Rochester, as long as the guidelines are followed.

ALL COMMUNICATIONS:

- Must be honest, truthful and not misleading
- Must not contain profanity or derogatory language
- Must be professional, i.e.:
    - Pictures should be of professional, not casual, settings
    - Proper grammar
    - Consistent editorial style
- Must include any required copyright permissions and trademarks
- Must not include proprietary information or violate intellectual property rights
- Must adhere to all standards published by PMI Global and by PMI Rochester Governance & Branding regarding such things as proper use of

Logos, colors, and copyrights, etc. as set forth by the Content Creation Standard Operating Procedure document found on the Google drive under Portfolios > Marketing & Communications > Standard Operating Procedures.

US POSTAL SYSTEM MAIL

The standard, official mailing address for the US Postal System mail sent to the chapter is:
PMI Rochester
1200A Scottsville Rd, Ste. 490A
Rochester, NY 14624

Mail will be picked up from the above location and distributed to the appropriate

recipients as soon as practically possible. The goal is once per month. This will be the responsibility of the VP of Finance, who will designate a volunteer who has agreed to provide the service.

If the above does not satisfy the Board members' needs, then the following practice/procedure has been established: Officers and/or Board members requiring more expeditious mail receipt will direct their suppliers to address business to them.

E-MAIL

Board member and Director email addresses are available via the Chapter Leadership page of the website http://pmirochester.org/board.php address.

Emails may also be sent to the admin@pmirochester.org address.

VOICE MAIL

Chapter voice mail is received through a Google Voice account, which is forwarded to the admin email address and the President's cell phone. The admin forwards each incoming voice mail to the appropriate VP for disposition. Details are included in the President Transition Plan located in Portfolios > Governance > Process Documents > Transition Plans.

WEBSITE: WWW.PMIROCHESTER.ORG

DISTRIBUTION LISTS

Multiple distribution lists will be maintained.  One list will include all current members, as designated by the monthly download from PMI Global (GHQ Global Headquarters).  A second list (Associates of PMI) will include all non-members i.e. vendors, guests, past members, parties expressing interest in PMI, etc.

As required, the Vice President of Marketing & Communications will evaluate the bounce back emails and determine which accounts are to be removed off the distribution lists to verify if they still want to receive ongoing emails.

If needed, board members may add an alternate email address to the SaaS solution provider if a member requests. This should only occur if a member is unable to update their email via pmi.org in a timely manner due to unforeseen circumstances (i.e. job- loss, etc.)

Meeting Notes

Meeting notices are sent to members in good standing and to associates of PMI approximately 30 days prior to each meeting.  Notices are sent using the membership and associates of PMI distribution lists.

Social Media Policy (see website):

http://pmirochester.org/Social_Media_Policy

| Policy | |
|---|---|
| Subject:  **Complaints or Disputes** | Page:     1 of 1 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **VP – Governance** | |
| Board Approval and Date:  1/18/2017 | |

COMPLAINTS OR DISPUTES

All complaints or disputes directed at any function or activity of the PMI Rochester Chapter operation are to be submitted to the VP - Governance in writing (Letter or Email).

All complaint or dispute receipts will be acknowledged and logged in the chapter's Complaint and Dispute Log (Appendix C) within 5 working days from the date of receipt, by the VP - Governance.

The VP - Governance will notify the President of the complaint or dispute and then the President assigns the item to the appropriate Officer (owner) for resolution.

The goal is to resolve all issues with 30 days.

Upon resolution, the owner of the item will notify the President and VP - Governance of the date and details of the resolution via email. In the event that the complaint or dispute requires arbitration, the President will act as the arbitration agent.

The VP - Governance will update the Complaint and Dispute Log with the closure information. The template Dispute Log is located in the appendices of this document. The folder where the logs are located are on the Google drive under Portfolios > Governance > Complaint and Dispute Logs

The VP - Governance will publish the log information to the Officers for review at the monthly Board meetings.

| Policy | |
|---|---|
| Subject: **Conflict of Interest** | Page:    1 of 2 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **VP-Governance** | |
| Board Approval and Date: 1/18/2017 | |

CONFLICT OF INTEREST

Members of the PMI Rochester Chapter shall not be eligible to receive any pecuniary gain, benefit or profit, incidental or otherwise, from the activities, financial accounts and resources of the chapter with these exceptions:

- Members who teach classes will receive a payment at a rate established and approved by the Board.

- Members may, upon Board approval, be retained to provide administrative support services.

No officer, director, appointed committee member or authorized representative with the exception of contracted administrative support services of the chapter shall receive any compensation, or other tangible or financial benefit for service on the Board.  However, the Board may authorize payment by the VP - Finance of actual and reasonable expenses incurred by an officer, director, committee member or authorized representative regarding attendance at Board meetings and other approved activities.

If an officer, director, appointed committee member or authorized representative performs an activity for which chapter members or non-members receive financial payment, said officer, director, appointed committee member or authorized representative shall receive equal pay for similar work. Examples of activities where financial payment may be appropriate are being an instructor for a PMP prep class or being a speaker at a professional day event. An equitable selection process will be performed to ensure that officers, directors, committee members and authorized representatives are not given preferential treatment.

All officers, directors, appointed committee members and authorized representatives of the chapter shall act in an independent manner consistent with their obligations to the chapter and applicable law, regardless of any other affiliations, memberships, or positions.

All officers, directors, appointed committee members and authorized representatives shall disclose any interest or affiliation they may have with any entity or individual with which the chapter has entered, or may enter, into contracts, agreements or any other business transaction, and shall refrain from voting on, or influencing the consideration of, such matters.

All PMI Rochester Volunteers are required to sign a Conflict of Interest contract annually which is administered by the VP of Governance through DocuSign (an electronic signature platform).  The process for administering DocuSign is located on the Google drive under Portfolios > Governance > DocuSign.

ETHICS POLICY STATEMENTS

The chapter or official chapter representative will not sponsor or endorse, at PMI events, any workshop, which financially benefits a member.

If a workshop is a commercial offering, we will offer vendors paid advertising space, according to our standard policies. Depending on the terms of the contract advertising can involve verbal endorsements at events.

Any decision by a vendor to offer PMI members' discounts or other benefits is up to that vendor, and not contingent on endorsement or actions of PMI.

All PMI Rochester Volunteers are required to sign an Ethics policy contract annually which is administered by the VP of Governance through DocuSign (an electronic signature platform).

| Policy | |
|---|---|
| Subject: **Document Retention** | Page:    1 of 2 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **VP - Governance** | |
| Board Approval and Date: 1/18/2017 | |

DOCUMENT RETENTION

POLICY STATEMENT

All Board members and Directors are responsible for retaining all documents related to the management and governance of the Rochester Chapter of the Project Management Institute.

The Chapter Board will review all documents related to the management and governance of the Rochester Chapter of the Project Management Institute on an annual basis to ensure compliance with the current rules of governance of the Chapter.

RETENTION

The complete list of Document Retention Guidelines can be found in the Google under Portfolios > Governance> Bylaws and Policy.

The Guidelines is an industry standard guide to which documents are to be retained, for what time period, where/how they are to be retained, and who is responsible to ensure they are retained.

These documents include, but are not limited to:

Chapter Bylaws

Chapter Operations Manual

Board Meeting Minutes (Google drive: Documents > Board Meeting Minutes). All

board meeting notes prior to 2014 are located in the PMI Rochester Chapter Offices in labeled binders.

All surveys of Chapter members (and results) reside in the SaaS solution and CRS.

All financial documents such as tax documents, financial reports, expenses and processes are on the Google drive under Portfolios > Finance. Older documents more than 2 years old are kept in binders in the PMI Offices.

## DOCUMENTATION STORAGE LOCATION

The web-based document repository (Google drive) available will be used for storage of all Chapter documentation and will be protected from purging.

The physical storage of documents that have a retention period is managed by the owner (all Board members in office), as specified in the Document Retention Guidelines.

| Policy | |
|---|---|
| Subject:  **Elections** | Page: 1 of 4 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:  **VP of Governance** | |
| Board Approval and Date: 1/18/2017 | |

**ELECTIONS**

ELECTIONS GUIDELINES

- Outgoing officers are expected to assist in defining or updating a succession plan and a Transition plan for their position, and to actively solicit nominees for their replacement.

- The election process will start each year two weeks prior to the Chapter's Professional Development Day in May with a call for nominations.

- Positions are all included in the ballot (contested or uncontested).  This allows for 'write-in' votes to be provided for a position.

- Candidates will go through a vetting and interview process, led by the Nominations Committee Chair. The PMI Rochester Board Candidate Interview Guide is located in Google Drive > Portfolios > Elections.

- In the event that a candidate is not identified for a specified office, the office will remain vacant until such time as the incoming Board appoints a new officer.

- New Board Members will take office on the first day of September following their election and will have up to three months of overlap with the outgoing officer for transition into the role. Board members will be in place in time to approve the budget for the following fiscal year, which starts in January.

- The new officers will hold office for two years, until completion of the overlap period at the end of their term

- The full election guideline can be found on the PMI Rochester Chapter website at https://pmirochester.org/Policies_and_Governance.

ELECTION TIMELINE

| Dates | Description | Comments |
|---|---|---|
| 3rd week in April | Board of Election Announcements:<br><br>Send announcement to Chapter Members (See Appendix E) | List of Open Positions with detailed obligations (i.e. Monthly Board Meetings; Monthly Member Meetings;<br><br>Other meetings (Strategy; planning, etc), 5 month commitment for onboarding of new board member)<br><br>Nomination Guidelines<br><br>Nominee Requirements |
| 3rd Week in May | Closing Nomination | |
| 1st Week in June | Obtain Bios and finalize vetting process, Set-up Vote-Net with Nina | See Appendix D |
| 2nd Week in June | Communication sent to chapter members with candidate bios | |
| 3rd Week in June | Open Election | |
| 1st Week in | Close Election | |

| July | | |
|---|---|---|
| 2<sup>nd</sup> Week in July | Election Results | |
| September 1<sup>st</sup> | New Board members officially take on their role; exiting members stay on until December 1<sup>st</sup> | |

TRANSITION OF THE OFFICERS

- Each outgoing officer is expected to complete a transition to their replacements before the end of their term. This should consist of a minimum of a one hour meeting between the outgoing and incoming officer. Officer transition plans should be reviewed at this time. Transition plans for each role are located in Google Drive under Portfolios > Governance > Process Documents.

- By September, the incoming President holds one or more meetings of the incoming Board members. If the incoming Board member requests support of the outgoing Member, the outgoing Board member will attend the meeting as well.

- Publicize the new Board via normal communications channels.

- Provide security access to any chapter systems as appropriate (PMI.org, pmirochester.org).  This provides access to all the Board written processes and procedures.

- Provide training for websites, or other systems.  This includes the document repository, with a focus on Bylaws, Operations Manual, financial procedures, etc.

- Participate in annual strategic planning session and associated budget process.

- Provide feedback on on-boarding process for continuous improvement.

- If the President Elect is unable or unwilling to assume the duties of the President or if the President Elect office is vacant the Vice President of

Finance shall assume the duties of the president of the PMI Rochester Chapter until the next elections are held. If the Vice President of Finance is unable or unwilling to assume the duties or if the Vice President of Finance office is vacant, the Board as a committee of the whole will act as the de facto presiding officer of the PMI Rochester Chapter until such time as emergency elections are held to fill the open positions of President, President Elect or Vice President of Finance. These emergency elections will be held within thirty (30) days of the Board assuming the responsibility of de facto presiding officer of the PMI Rochester Chapter and will follow the procedures outlined in Article VI, Section 3.

| Policy | |
|---|---|
| Subject:  **Equipment and Asset Inventory** | Page:   1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:  **VP-Governance** | |
| Board Approval and Date: 1/18/2017 | |

**EQUIPMENT AND ASSET INVENTORY**

A listing of the chapter-owned equipment and assets and the location information is stored in Google Drive under Portfolios > Finance > Equipment Inventory.

Include: Projectors, screens, phones, speakers, tablecloths, banners, phone equipment, etc.

| Policy | |
|---|---|
| Subject: **Expense Reimbursements** | Page: 1 of 2 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor: **VP - Finance** | |
| Board Approval and Date: 1/18/2017 | |

**EXPENSE REIMBURSEMENTS**

SCOPE

It is the Chapter's policy to reimburse members for all reasonable and necessary expenses incurred in the course of doing PMI Rochester business. This means conducting committee meetings, attending regional or national PMI leadership events, or other board pre-approved events or meetings. This document provides the details of the Chapter's travel and entertainment reporting and reimbursement policy. The policy has been designed so that the member may travel in a comfortable style that is consistent with prudent business practice. Additionally, our processes have been designed so that the member will receive reimbursement for their expenses in a timely manner.

Expense Reimbursement

The objective in issuing this policy is to provide for consistency in travel and entertainment in order to maintain equally high levels of consistency across the organization, and to conduct business in a cost effective manner. It provides guidelines for people who incur, authorize, and/or approve expenses. It also provides clear instructions for reporting and substantiation of expenses incurred to insure uniformity and compliance with IRS regulations.

Financial Reports are produced each month for the prior month's financial status. To meet IRS reporting requirements, expenses must be submitted in a timely matter to be reimbursable as expenses. As such, expense reports must

be submitted within the following time frames in order to receive reimbursement:

- By the end of the month following the expense.

- Where the expense incurred is in the last month of our reporting year, the expense report and corresponding receipt must be uploaded to Google Drive by the 15th of the next month to enable closing our books and preparing our taxes.

For those expenses requiring reimbursement, indicate reimbursement required in the Expense Report. Board members should utilize their PMI issued credit card to pay for expenses in all cases where a credit card is an accepted form of payment.

We have provided procedures and guidelines where possible.  However, it is impractical to anticipate all situations.  Therefore, good business judgment, common sense, and professionalism should prevail in the absence of a specific policy or guideline.

There are occasions when a Director incurs an expense and needs to be reimbursed. An expense report and corresponding receipt need to be uploaded to the Google Drive; indicating the person and the address of said person requiring reimbursement.

The current Expense Reimbursement Policy and Forms can be found in the chapter's document repository in the Google drive under Portfolios > Finance > 20XX Expenses > How to File a Receipt]

| **Policy** | |
|---|---|
| Subject:  **Finances** | Page:   1 of 4 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:  **VP - Finance** | |
| Board Approval and Date: 1/18/2017 | |

**FINANCES**

FISCAL YEAR

The fiscal year shall be from 1 January to 31 December.

ESTABLISHING AMOUNT OF ANNUAL CHAPTER DUES

Annual membership dues shall be set by the Board and communicated to PMI in accordance with policies and procedures established by the PMI Board of Directors. Membership dues shall be reviewed by the Board at a minimum of every two years as part of the budget planning process.  Any change in dues requires a majority vote by the Board and must be submitted to and approved by the PMI Global Operations Center by October 1. to take effect the following year.

DUES COLLECTION

All dues billings, dues collections and dues disbursements shall be performed by PMI. Dues are direct deposited into the Chapter savings account as they are received by PMI ®. PMI sends e-mail notification of deposits to the chapter finance officer. When checks are received by US mail, the president is responsible for distributing them to the finance officer.

FINANCIAL PROCEDURES: GENERAL

The Board shall establish policies and procedures to govern the management of its finances. The finance officer can use an applicable software program of his/her choosing to keep the Chapter financial records and print reports.

## ANNUAL FINANCIAL STATEMENT AND TAXES

The VP of Finance shall prepare the annual financial statement to support Charter renewal and tax filing. The Rochester Chapter has been included in the group exemption filed by PMI National as for nor-for-profit education based organizations. In years where revenues total $25,000 or more, it shall be the duty of the finance officer to complete, or have completed, a tax return to the Internal Revenue Service on or before March 15th, of the following year, as mandated by federal tax laws and in compliance with 501-C-6 "tax exempt" organizations. The financial officer shall submit the following forms: 990-EZ, CFR-1 with New York State, 1099, where applicable.

## GENERAL FINANCIAL CONTROL

Accounting for the finances of the Chapter shall conform, in general, to the recommended practices of the American Institute of Certified Public Accountants. The Finance officer shall provide an update of accounts to the Board at least quarterly and periodically to membership through the Chapter newsletter and Chapter Website.

## ANNUAL CLOSING OF THE BOOKS

The Finance officer shall close the books at the end of the Chapter fiscal year and prepare the annual financial report by January 31. Financial records shall be reviewed on an annual basis as directed by the Board.

## FINANCIAL RESERVE

The Chapters goal is to maintain a minimum of 8 months' operating expenses at all times. The VP of Finance and President are responsible for monitoring accounts to ensure sufficient reserve is in place.

## FINANCIAL EXPENDITURES: GENERAL

A signed voucher for payment, with receipts, must accompany payment requests.  Electronic signatures and email approvals are acceptable for reimbursement requests. The Finance officer shall handle expenditures except as otherwise provided herein.  In all cases, expenditures shall be made in accordance with the budget or have prior Board approval.  The expenditures must not exceed the approved Chapter budget by more than ten percent (10%), except with Board approval.

CREDIT CARDS

All Board members are issued a credit card to enable easy management of the portfolio. Board members are accountable to the VP of Finance and the Board at large regarding expenses to the budget that has been approved.

The process for credit card reconciliation is located on the Google drive: Portfolios > Finance > 001 Expense Reports > ROC PMI Credit Card Reconciliation Process.

SIGNATURE AUTHORITY

The President, VP Finance, and VP of Governance shall have overall signature authority. All board members shall have signature authority for contracts initiated within their teams. For example, the VP of Marketing and Communications has signature authority for Advertising contract and the VP of Professional Development has signature authority over vendor and speaker contracts.

All contracts valued over $5000 must be signed by a minimum of two VPs. The President or VP of Governance must be the second signatory on each of these contracts valued over $5000.  The VP of Finance should be cc'd on any contract for awareness.

SIGNATURE AUTHORITY SOP

In the event a contract valued over $5000 is being discussed, the President or the VP of Governance need to be involved in the review and signing of the contract with the VP that is negotiating the contract.

If the contract is being administered via email the President or VP of Governance should be cc'd in.

The contract should not be considered signed or closed without both the VP administering the contract and the President or VP of Governance approving the transaction.

The signed contract must then be posted to the Google drive under Documents > Contracts and Agreements.

In the event that the contract needs to be kept confidential then either the President or VP of Governance will post the contract to a folder on the Google drive that only the President and VP of Governance have access to.

MONTHLY REPORTING TO THE BOARD

The VP of Finance shall provide the following reports to the board monthly:

- Standard Balance sheet
- Year to date spending against all budget line items
- Monthly Expenses

| Policy | |
|---|---|
| Subject:  **Governance** | Page:   1 of 3 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:  **President** | |
| Board Approval and Date: 1/18/2017 | |

**GOVERNANCE**

Chapter officers are responsible for understanding these governance documents and procedures.  Each officer is expected to carry out his or her specified responsibilities. The President will oversee compliance and monitor status during Board meetings and via other communications.

GOVERNING DOCUMENTS

Operations of the chapter are governed by the following documents:

- PMI Charter Agreement

- Chapter Bylaws

- Articles of Incorporation, and Charitable Trust Registration Form  (CFR-1) filed with the State of New York

- Annual Operating Plan and associated Budget

- Chapter Operations Manual

The VP - Governance will maintain current copies of these documents. [Google drive: Documents > Governance]

GENERAL GOVERNANCE PROCEDURES

- All board members will adhere to our PMI Charter, Bylaws, Articles of

Incorporation in all respects

- All will stay within purpose stated in Articles of Incorporation. The original documents are kept in the PMI ROC offices. An electronic copy can be viewed on the Google drive under Governance.

- Under the direction of the VP – Governance, will prepare and maintain formal records of board meetings and decisions

- All members will use formal written resolutions (expense reports, invoices, etc.) for allocation of funds

- All, under direction of the VP - Finance, will formally document budgets and expenditures

- Chapter records will be maintained for a minimum of 10 years

- The VP - Finance will apply for and maintain registration of Service Name and Service Mark with State of New York

- President will facilitate creation and management of the annual operating plan

MAINTENANCE OF GOVERNANCE DOCUMENTS

The PMI Charter Agreement: President

- Renewed annually

- Completed and approved along with Chapter Renewal Survey, by March 30th of each year or as dictated by PMI GOC

    - Email from GOC to start the process
    - Go into Component system (components.pmi.org) to update the Charter.
    - Once approved, becomes a PDF in the system.


Chapter Bylaws: VP-Governance

- Follow procedures contained within for modification

- Get approval from PMI on all changes

- Report changes as part of annual renewal process

Articles of Incorporation: President

- See New York Revised Code Section 1702 and Secretary of State web site for more information

- File annual Report with New York Department of Taxation

- Name and address of the Statutory Agent (Chapter President) is specified in the articles of incorporation. Must be updated to reflect changes in the Board.

  - o Change of address filed with Secretary of State or in Annual Report

  - o Change of Chapter President filed with form "Subsequent Appointment of Agent – New York Corporation"

  - o File with State of New York for "Continued Existence" every five years.

  - o Check New York State Revised Code 1702 and Secretary of State Website as required for information on incorporation: http://www.dos.state.ny.us.corp/nfpcorp


IRS FILINGS: VP - FINANCE

- Ensure compliance with IRS tax code applicable to 501-c-3 "Tax Exempt" organizations

- Establish and follow procedures for use of "Tax Exempt Certificate"

- Work directly with tax accountant. Filings are online and handled by accountant

- This must be done by March 15


LIABILITY INSURANCE: PRESIDENT AND VP - FINANCE

- Ensure chapter coverage and pay bill from PMI each year (done automatically every year)

- Ensure everyone understands and abides by provisions of policy

| **Policy** | |
|---|---|
| Subject:    **Meeting Registration** | Page:    1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version:  2.0 |
| Survey Sponsor:    **VP - Professional Development** | |
| Board Approval and Date: 1/18/2017 | |

**MEETING REGISTRATION**

The VP of Professional Development will work with the Director of Chapter Meetings to plan out the Chapter Meeting Events.  The Venue, Speaker, and Logistics details contained in the Chapter Meeting Description will be sent to the VP of Marketing and Communications, Board, and Events Manager.  The Events Manager will setup the event to be available on the PMI Rochester Website.

| Policy | |
|---|---|
| Subject:  **Member Meetings** | Page:   1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version:  1.0 |
| Sponsor:   **VP - Professional Development** | |
| Board Approval and Date: 1/18/2017 | |

MEMBER MEETINGS

CHAPTER

The Chapter strives to meet at a minimum eight (8) times a year, excluding the summer months of July and August and November/December due to holidays.  These meetings are coordinated with the VP of Professional Development, with the main agenda item being the program topic. Coupled with the Professional Development Day, the ensures the Chapter's Core requirements of 16 program hours per year are met.

An annual meeting of the membership will be held at the Rochester Chapter's June meeting each year. The President is responsible for the management of this meeting.  The agenda for this meeting will include:

- Update on the Chapter's Financial Status
- Status on the Board's accomplishments for the past year
- Any other pertinent chapter business

Special meetings of the membership may be called by the President, by a majority of the Board, or by petition of ten percent (10%) of the voting membership directed to the President.

| Policy | |
|---|---|
| Subject: **Member Services** | Page:  1 of 1 |
| Effective/Revised Date: 01/08/20 | Version: 1.0 |
| Sponsor:    **VP - Membership** | |
| Board Approval and Date: | |

**MEMBER SERVICES**

Potential mentors and mentees are required to complete a Mentoring Application Form. The Director of Networking is responsible for establishing the mentor/mentee pairings and to ensure that proper expectations are set with the pairs. Mentor pairings are tracked on the Mentoring Program Pairs spreadsheet. Periodic follow-on meetings with all the mentoring pairs are also recommended (e.g. group conference call) Documents related to the chapter mentoring program are located here:

PMI Rochester NY – Board Member Files > Portfolios > Outreach > Mentoring Program

| Policy | |
|---|---|
| Subject: **Membership Data** | Page:  1 of 2 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:    **VP - Membership** | |
| Board Approval and Date:  1/18/2017 | |

**MEMBERSHIP DATA**

The following provides the policies and operating procedures for the handling of chapter membership data and mailing lists.

MEMBERSHIP DATA:

Each month, PMI makes updated membership and prospect information available to Board Members and the Membership team, through the Chapter Reporting System (CRS). A separate MS Excel file can be downloaded for current chapter members, prospective members within our designated/assigned zone, and member certification status. The MS Excel databases contains data on Chapter members and prospective Chapter members, including email and postal mailing addresses and phone numbers. A real-time download of an Excel file can be performed on demand.

The VP-Membership is responsible for providing member communications a minimum of ten times per year welcoming new members and recognizing newly credentialed members. The PMI Rochester chapter accomplishes this by working in conjunction with the Marketing & Communications team that sends out a monthly email to the chapter membership with relevant news, updates, information, and notifications.  Membership includes news about new members, new certifications, etc in one email blast per month. This ensures the PMI core requirement of membership recognition a minimum of ten times per year is maintained.

The VP - Membership is responsible for overseeing the creation and tracking of monthly membership statistics of the Rochester Chapter membership at board meetings and the annual meeting.

EMAIL

All issues and requests regarding the mailing lists or mailing list management should be directed to the VP – Marketing & Communications.

The VP – Marketing & Communications maintains the member email list.

Other functional areas, such as Outreach and Professional Development, may bear some responsibility for creating and maintaining specific distribution lists.

| Policy | |
|---|---|
| Subject: **Officers and Responsibilities** | Page: 1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor: **President** | |
| Board Approval and Date: 1/18/2017 | |

OFFICERS AND RESPONSIBILITIES

Following are general chapter officer responsibilities as outlined in the Chapter Bylaws and this Operations Manual. In the event of any conflict between these two documents, the Bylaws take precedent.

As an officer in the Rochester Chapter of PMI, each board member must be familiar with, and adhere to, chapter governance documents. Failure to comply may result in loss of personal liability protection under our incorporation and liability insurance coverage.

Current versions of all Board, Director and Committee position descriptions can be found in the website
https://pmirochester.org/Board_of_Director_Roles___Responsibilities.

| **Policy** | |
|---|---|
| Subject:  **Outreach Initiatives** | Page:    1 of 4 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **VP of Outreach** | |
| Board Approval and Date: 1/18/2017 | |

**OUTREACH INITIATIVES**

Justification for Outreach Initiatives (What problems are we trying to solve?):

- Chapter growth and retention is at risk because often members do not perceive value in their chapter membership.

- Members value networking with other project managers, but some venues only provide limited opportunities for building relationships and networks.

- Pipeline of new younger members is hard to fill.

- Chapter has a low volunteer-to-membership ratio.

- Low external awareness of PMI and the project management profession.

PMI Rochester Outreach Vision:

> To be a growing chapter of engaged members who reach out and share, promote, and use project management to help others in our local area and to enhance our member's experience through Outreach initiatives.

PMI Rochester Outreach Mission:

> The PMI Rochester Outreach Team will establish relationships with external Academic, Corporate, Community and other professional organizations to develop collaborative initiatives that promote the mission, vision and objectives of the PMI Rochester Chapter.

Through our partnerships and collaboration and networking efforts, we will create network-enhancing volunteer opportunities for our chapter members that demonstrates the value of the project management profession while making an impact in our local community.

Value Proposition for Chapter members (Why it matters to our members)

Members value networking with other project managers. Volunteering for outreach initiatives provides an excellent opportunity for relational networking with other chapter members and people from other organizations.

- Outreach initiatives can create meaningful outcomes:
    1. Making a positive difference to others
    2. Promoting the Project Management profession
    3. Making us a chapter that does good things.
- Provides opportunities for knowledge & skill building by doing.
- Outreach initiatives are typically done in the spirit of fun and for social good.
- Outreach initiatives can be tailored to the volunteer's time restraints (e.g. one-time event)
- Provides opportunity to mentor or be mentored.

Key Performance Indicators (How we will measure our success)

- PMI Rochester membership growth
- Membership engagement in Outreach initiatives
- Sponsorship numbers and levels
- Organizational partnerships: Academic, Community, Corporate
- Retention of Outreach volunteers

### ACADEMIC OUTREACH

The Academic Outreach initiatives are focused on establishing relationships with staff, instructors and students from local colleges and universities with the aim of creating partnerships to promote the project management profession.

A listing of university and college contacts will be kept in the Academic Outreach folder located [here](#):

PMI Rochester NY – Board Member Files > Portfolios > Outreach > Academic

### STUDENT BRANCH

The Student Branch was initiated in December 2016. Details on the operation of the Student Branch are kept [here](#):

PMI Rochester NY – Board Member Files > Portfolios > Outreach > Academic > Student Branch

### COMMUNITY OUTREACH

The goal of Community Outreach is to promote the benefits of project management methodology to the people at non-profit charitable and philanthropic organizations in the Rochester area. Outreach initiatives should raise the visibility of the PMI Rochester chapter and promote a positive image of the chapter and the project management profession to the local community.

A key strategy for Community Outreach is to form partnerships with local non-profit organizations to help them increase their project management maturity while providing our chapter members with the volunteer opportunities that apply their project management expertise. These vetted volunteer opportunities allow for our members to give back to the community while earning PDUs

Information on Community Outreach Initiatives are documented [here](#):

PMI Rochester NY – Board Member Files > Portfolios > Outreach > Community

### PMIEF

The chapter shall have a designated chapter liaison to the PMI Educational Foundation (PMIEF). The chapter liaison receives information from the PMIEF and in turn raises awareness to the chapter of the no-cost training materials, presentations and scholarships available from the PMIEF ([www.pmi.org/pmief](http://www.pmi.org/pmief))

## CORPORATE OUTREACH

The goal of Corporate Outreach is to foster mutually beneficial relationships between corporations, their employees that are PMI members, and the PMI Rochester Chapter.

### PROJECT OF THE YEAR AWARD (also described in the Chapter Awards – Rochester section).

The application, timeline, criteria and other background information for the Project of the Year award is stored [here](here)

PMI Rochester NY – Board Member Files > Portfolios > Outreach > Corporate > Project of the Year

The annual entry deadline is March 1. Judging takes place in March, the winner is notified in April, and the awards ceremony is at the May Professional Development Day.

### EXECUTIVE FORUM

The application, timeline, criteria and other background information for the Executive Forum is stored [here](here)

PMI Rochester NY – Board Member Files > Portfolios > Outreach > Corporate > Executive Forum

## PROFESSIONAL ASSOCIATION OUTREACH (NETWORKING)

The chapter will pursue relationships with appropriate professional development organizations (affiliates) and recruiters in the greater Rochester area with the goal of creating networking opportunities for chapter members. Networking events can include joint meetings with other organizations. A listing of the relationship status of current and potential professional organizations will be documented [here](here):

PMI Rochester NY – Board Member Files > Portfolios > Outreach > Professional Associations

| Policy | |
|---|---|
| Subject: **Professional Development Day** | Page: 1 of 2 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor: **VP – Professional Development** | |
| Board Approval and Date: 1/18/2017 | |

**PROFESSIONAL DEVELOPMENT DAY - EVENT**

SCOPE

Each year the biggest event the Chapter conducts is the PDD. We have close to 50% of our membership physically located in one spot for the entire day. We want to present the highest quality to our members and represent PMI with excellence. To accomplish those goals, we need to have a dedicated team led by the Director of Professional Development. This event shall be managed like a project with budgets, WBS, lessons learned, and other deliverables to ensure a successful event.

PMI has created a document as part of its Chapter Development process called, Guide to Organizing a PMI Chapter Conference. This document's recommendations will be used as reference material to allow our PDD Team to use standardized documentation that other PMI Chapters can use and allow us to share documents as needed.

Major areas for the event are:

Venue

Sponsorship

Speakers

Registration

Planning

Gifts

Budget

Lessons Learned

The Director of the PDD will use a Planning Meeting Document to document the meeting agendas, action items, progress of the WBS, decisions, parking lot for ideas and lessons learned. Documentation for the PDD is located in folder for each year in Google Drive > Portfolios > Professional Development > Dir. Of PDD.

The team is designed to operate as a collaborative process allowing everyone to provide input during in person meetings and phone conferences.  The VP of Professional Development will approve all decisions, retain signing authority of all contracts, and keep the Board informed of the status with monthly updates.

| Policy | |
|---|---|
| Subject: **Project Initiation Request** | Page:    1 of 2 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **President** | |
| Board Approval and Date: 1/18/2017 | |

**PROJECT INITIATION REQUEST**

If a member of the Board wishes to add an initiative outside of the annual planning process, this can be done through a Project Initiation Request. If an activity will be added to a Board Members portfolio that will result in a change in budget or the addition of a new member service, the activity should be formally presented to the Board for approval. The template for this request can be found in Google Drive > Documents > Project Initiation Requests.

To facilitate the discussion, the form should be completed prior to the board meeting and emailed to the Board for review at least 3 days prior to the meeting. The request should be added to the board meeting agenda for discussion and board vote for approval. The following information should be included on the request form:

- Vice President: Name of VP whose functional area is being impacted by this request.
- Project: Name of initiative
- Requested by: Name of person responsible for the initiative (could be a Director, for example)
- Description of the Project: Brief description of the initiative
- Strategic Alignment: Requester should specify the area of the balanced scorecard to which this initiative aligns.
- Volunteers Needed: Specify the number of volunteers, if any, needed to support this request.
- Budget Impacts:
  - Project Timeline: Specify the timing of the initiative
  - Additional Budget Required: Specify the expenses to be added to

the current year budget to support this request.
- o Additional Revenue Expected: Specify any additional revenue expected in the current year budget
- PMI Alignment: Check if this initiative adds a PMI Core Service or an Extended Service

After discussion, the Board will formally vote to Approve or Reject the proposal. If approved, the annual budget will be updated if required. Board resolution should be noted on the bottom of the form, and completed forms should be filed in the "Approved Requests" or "Rejected Requests" folder in Google Drive> Board Operations and Meetings > Documentation > Project Initiation Requests.

| Policy | |
|---|---|
| Subject:  **Sponsorships** | Page:   1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version:  1.0 |
| Sponsor: **VP - Outreach** | |
| Board Approval and Date: | |

**SPONSORSHIPS**

Vendors may choose to advertise via Chapter communications such as the website, newsletter and email or sponsor the organization or a specific event on a one-time or ongoing basis.  Current pricing lists for sponsorship catalog are outlined in the PMI Rochester Sponsorship Brochure, located at: http://pmirochester.org/Sponsor_Our_Chapter.

An external agency is contracted and will solicit and market opportunities for engagement with the PMI Rochester Chapter. The contracted agency has the latitude and reserves the right to accept or reject a sponsors interest based on judgment of appropriateness to the Chapter's membership

Payment collection is done through the contracted agency, and funds transferred to the chapter on a monthly schedule. The VP of Outreach is responsible for maintaining the sponsorship product catalog, and the VP of Finance is responsible for monitoring receipt of payments through bank transfers.

All advertising and requests are initially routed to the Director of Corporate Sponsorship in alignment with the published sponsorship guidelines: http://pmirochester.org/Sponsor_Our_Chapter.

Once an annual sponsorship relationship is in place, the Sponsorship Manager along with the Director of Corporate Outreach  is responsible for maintaining the relationships between each of the Sponsor Liaisons/Ambassadors. A Sponsor Liaison is an employee of the Chapter Sponsor that can help ensure Sponsor

benefits and advertising opportunities are promoted within the organization. Website, newsletter and email or sponsor the organization or a specific event on a one-time or ongoing basis.  Current pricing lists for sponsorship catalog are outlined in the PMI Rochester Sponsorship Brochure, located at: http://pmirochester.org/Sponsor_Our_Chapter.

The Board reserves the right to review any sponsorship, and accept or reject it based on the Board's judgment of appropriateness to the Chapter's membership

Payment collection is done through the Product Catalog on the Website, maintained in the SaaS web solution (will accept payment via check/invoice). The VP of Outreach is responsible for maintaining the sponsorship product catalog, and the VP of Finance is responsible for monitoring receipt of payments through PayPal and paper checks.

All advertising and requests are initially routed to the Director of Corporate Sponsorship in alignment with the published sponsorship guidelines: http://pmirochester.org/Sponsor_Our_Chapter.

Once an annual sponsorship relationship is in place, the Director of Corporate Sponsorship is responsible for maintaining the relationships between each of the Sponsor Liaisons/Ambassadors. A Sponsor Liaison is an employee of the Chapter Sponsor that can help ensure Sponsor benefits and advertising opportunities are promoted within the organization.

| Policy | |
|---|---|
| Subject:  **Succession Planning** | Page:     1 of 1 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:  **President** | |
| Board Approval and Date: 1/18/2017 | |

**SUCCESSION PLANNING**

Each Board member is responsible for ensuring a good succession plan is in place for his/her role to ensure continuity in Chapter operations. All Board members must have a minimum of two Directors within the team at any given time.

On a bi-annual basis (Spring and Fall), the Board of Directors will review the Chapter Organizational Chart and discuss each VP's succession plan to ensure each functional area has sufficient coverage at the Director level. The President has ultimate responsibility for overseeing the succession planning process.

| Policy | |
|---|---|
| Subject: **Surveys – Annual Membership** | Page:  1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:    **VP - Membership** | |
| Board Approval and Date:  1/18/2017 | |

**SURVEYS – ANNUAL MEMBERSHIP**

SCOPE

Membership Surveys are performed by GOC and results are provided to the chapter. In addition, the Chapter will conduct a targeted member survey each year.

ANNUAL MEMBERSHIP SURVEY TIME FRAME

PMI GOC conducts its survey annually in the 1st Quarter. The Chapter will conduct a survey each year in June. Output from this survey will be reviewed at the Annual strategy meeting, any feedback incorporated into the annual plan for the following year.

ANNUAL MEMBERSHIP SURVEY PROCESS

Results of PMI GOC annual surveys are stored in CRS.

The Chapter membership surveys will be conducted through SurveyMonkey and distributed to all members.

| Policy | |
|---|---|
| Subject: **Surveys – Events** | Page:  1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:   **VP – Professional Development** | |
| Board Approval and Date:  1/18/2017 | |

**SURVEYS - EVENTS**

SCOPE

Member surveys are performed to improve the quality of events as needed and determined by VP of Professional Development.

SURVEY PROCESS

Within 5 days of an event, the Professional Development team will send out a member survey to assess attendees' satisfaction level with the event via the SaaS web solution or paper document.

Results may or may not be shared with the presenters and within the Professional Development team depending on the data as decided by VP of Professional Development. Feedback is used to ascertain the quality of the event and speaker(s).  Additionally, the surveys help determine the topics our membership are interested in for the future. Single and aggregated survey analysis can also be shared with the Board.

| Policy | |
|---|---|
| Subject: **Technology** | Page: 1 of 2 |
| Effective/Revised Date: 10/14/2019 | Version: 1.0 |
| Sponsor: **VP – Marketing and Communications** | |
| Board Approval and Date: 1/18/2017 | |

**TECHNOLOGY**

INTERNAL EMAIL PLATFORM (ZOHO)

This tool is used to manage and govern the email system for any volunteer that has a member facing email requirement. (@pmirochester.org) this is governed by the VP of Marketing & Communications, having super administrator privileges while the president and the VP of membership have administrator privileges.

All board members should have their credentials in their transition plans at all times.

INTERNAL COLLABORATION (ZOHO)

This suite includes various tools used to collaborate across the organization. A few of these include:

- Zoho Vault – Password Management
- Zoho Backstage – Event marketing and scheduling

SOCIAL MEDIA MANAGEMENT (BUFFER)

This tool is used to manage and govern all of the chapters social media (see communications section). The system is managed by the VP of Marketing & Communication and Director of Social Media.

Graphic Design System (Canva)

This tool is used to create and store graphic and design artifacts which are published throughout the chapter. The system is managed by the VP of Marketing & Communication and Director of Marketing.

### CONTENT MANAGEMENT SYSTEM (MG2)

 This system contains all pertinent electronic content including but not limited to:

- Membership and Associate data
- Transaction Information
- Email Templates
- Website
- Membership public documents

### EMAIL CAMPAIGN MANAGER (MAILCHIMP)

This system is used to manage the organizations member only email, which is sent out on a monthly basis. The system is managed by the VP of Marketing & Communication and Director of Marketing.

### DOCUMENT MANAGEMENT (G-SUITE)

### ONLINE MEETINGS & COLLABORATION (ZOOM)

| **Policy** | |
|---|---|
| Subject:    **Vendor Relations** | Page: 1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor:    **VP – Outreach** | |
| Board Approval and Date: 1/18/2017 | |

**VENDOR RELATIONS**

A **vendor** is any party selling products or services to the Chapter.

VENDOR POLICY STATEMENTS

The relationship between vendors and members of the Chapter are governed by the Bylaws. Any decision by a vendor to offer PMI member's discounts or other benefits is up to that vendor, and not contingent on endorsement or actions of PMI. The VP - Finance is responsible for billing and collecting all advertising/sponsorship dollars due to the Chapter.  All contracts greater than $5,000.00 need to be reviewed by the VP of Governance or the President and the VP of Finance for awareness.

Vendors may be invited to host display booths at any Chapter's activities per the Chapter Sponsorship Guidelines and Options.

| Policy | |
|---|---|
| Subject: **Vision, Mission & Key Strategies** | Page: 1 of 2 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor: **President** | |
| Board Approval and Date: 1/18/2017 | |

**VISION, MISSION & KEY STRATEGIES**

VISION

Organizations in Greater Rochester will embrace, value, and utilize project management and attribute their success to it.

MISSION STATEMENT

THE ROCHESTER CHAPTER WILL BE THE SOURCE AND RESOURCE TO ENABLE OUR MEMBERS TO IMPROVE PROJECT, PROGRAM, AND PORTFOLIO PERFORMANCE FOR INDIVIDUALS AND ORGANIZATIONS IN THE GREATER ROCHESTER REGION BY FOSTERING A VIBRANT AND ENGAGING COMMUNITY.

KEY STRATEGIES

● Engage and recruit members: Our membership growth offsets attrition. Our members are engaged and satisfied with the services and programs we provide.

● Engage and recruit volunteers: Our volunteers are satisfied with their experience. Our leadership and volunteer base are diversified. The right volunteers are in the right positions at the right time.

● Deliver and promote stakeholder value: Local organizations and practitioners know who we are, what we do and acknowledge the value we add. Members and certification holders perceive PMI and PMI Rochester as adding value to their professional careers.

● Ensure the Chapter's sustainability: Key processes are consistently documented & repeatable. We analyze and utilize our data to make better decisions. The chapter is financially stable and reserves are properly funded. The next wave of leaders is regularly being identified and groomed. The right volunteers are in the right positions at the right time.

| Policy | |
|---|---|
| Subject: **Volunteer Awards** | Page:  1 of 1 |
| Effective/Revised Date:  10/14/2019 | Version: 2.0 |
| Sponsor:   **VP – Membership** | |
| Board Approval and Date:  1/18/2017 | |

**VOLUNTEER AWARDS**

Each Quarter, the Board selects a Volunteer of the Quarter, to recognize outstanding volunteer performance. Annually, the Members of the Chapter are asked to nominate and select a Volunteer of the Year. The detailed procedure for this award process is located in Google Drive > Portfolios > Volunteers > SOPs.

| Policy | |
|---|---|
| Subject: **Volunteer On-boarding and Off-boarding Process** | Page: 1 of 1 |
| Effective/Revised Date: 10/14/2019 | Version: 2.0 |
| Sponsor: **VP – Membership** | |
| Board Approval and Date: 1/18/2017 | |

### VOLUNTEER ON-BOARDING AND OFF-BOARDING PROCESS

Non-elected volunteers are assigned to positions on an as needed basis by board members.

Open volunteer opportunities are posted on the Chapter Website and VRMS following the Position Description Format. As positions are filled, volunteer information is gathered \and admin activities performed, as required for the position.

The latest list of active volunteers is maintained in Google Drive > Portfolios > Volunteers > YYYY, where YYYY is the current year.

Chapter Volunteer Benefits and expectations are outlined on the Chapter Volunteer page on the PMI Rochester website (https://pmirochester.org/Get_Involved) Specific role expectations will be detailed in the role description document.

### BOARD MEMBER ON-BOARDING AND OFF-BOARDING

When on-boarding and off-boarding new Board members, there are additional steps that must be taken. A checklist of board member access and equipment needs is maintained in Google Drive > Business Process > Board On-boarding and Off-boarding. The VP of Membership should review this checklist and make sure all steps are followed for on-boarding and off-boarding. This will include providing or disconnecting access to PMI and Board systems and obtaining or collecting necessary equipment.

| Policy | |
|---|---|
| Subject:   **Website** | Page:    1 of 2 |
| Effective/Revised Date: 10/14/2019 | Version:  2.0 |
| Sponsor: **VP – Marketing and Communications** | |
| Board Approval and Date: | |

**WEBSITE**

The following provides the policies and operating procedures for the handling of the Rochester Chapter Website.

The VP of Marketing & Communications owns the website and is the primary liaison to the website vendor.  Any changes to the structure or format of the website should be coordinated through the VP. Updates of content on the website will be a collaborative effort between the VP of Marketing & Communication and all board members.

Each board member should review the content of their respective portfolios every quarter to insure accuracy.

WEBSITE – HOSTING

Domain Registered at: Network Solutions

Network Solutions ID & Password: located on Google drive: file called "Network Solutions Password" and uploaded to the Marketing & Communications Google Drive in the IT folder. Password information is also included in the President's Transition Plan.

Domain Registrant (Owner): President

Administrative Contact: [president@pmirochester.org](mailto:president@pmirochester.org) (any communications from Network Solutions will come to this email address)

Domain Registration Renewal cycle: every 3 years (next renewal is 2022)

JOB POSTINGS

All job postings for project management/related positions can be submitted through the Career Corner on the Chapter website which is routed to the VP of Communications and Marketing to add to the website. Care should be taken to review for appropriateness. This service is provided by the chapter free of charge and postings will remain active for 60 days

RESUME POSTINGS

Currently, the PMI-Rochester Chapter does not post resumes.  Future Boards may consider posting of resumes. The future Board must consider the approval process.

PHOTOS / PHOTO GALLERY

The PMI Rochester Chapter owns photos taken on behalf of the chapter and placed on the website.

Pictures are currently located at: [http://pmirochester.org/gallery.php](http://pmirochester.org/gallery.php)

The registration page for each event must maintain the following disclaimer:

***Photography and Videography on Premises at PMI Events***
A photographer may be on site to document this PMI Rochester event and activities. Photographs and video footage are the sole property of PMI® Rochester Chapter, Inc. By registering for and/or attending this event, attendees understand that PMI Rochester may use their likenesses for promotional purposes. If you do not wish to be photographed, please notify the photographer on site

**APPENDIX B – OPERATIONS MANUAL SUBJECT TEMPLATE**

| Policy | |
|---|---|
| Subject:   **<Enter policy subject>** | Page:    1 of X |
| Effective/Revised Date: MM/DD/YYYY | Version:  1.0 |
| Sponsor: **<Enter Sponsor's title>** | |
| Board Approval and Date: 1/18/2017 | |

<POLICY SUBJECT>

Policy details entered here.

**APPENDIX C – COMPLAINT OR DISPUTE LOG**

| | |
|---|---|
| Number | **1** |
| Submitted by: | |
| Date received: | |
| Description: | |
| Date acknowledged: | |
| Owner assigned: | |
| Date resolved: | |
| Resolution: | |
| Closed: | |

**APPENDIX D - ELECTION CANDIDATE BIO**


Each candidate should submit a "Candidate Agreement" and complete a "PMI Rochester Candidate Nomination Form". These forms can be found in Google Drive under Portfolios > Governance > Elections.

## APPENDIX E - ELECTION NOMINATION REQUEST

It's election time!  We're soliciting nominations for <xxx>>.  Each officer will serve from September 1, <<XX>> through August 31, <XX> for a two-year term.  All voting will be completed by mid July, when election results will be shared via email and posted at www.pmirochester.org.

Nominations are being accepted for the following offices:

- <Fill in list of roles up for nomination>

- Xxx

- Xxxx

- xxxx


Please see our website at http://pmirochester.org/board.php for current office holders.  Feel free to contact the current officer for more details on the office of interest.  The details of responsibilities can be found in at http://pmirochester.org/Board_of_Director_Roles___Responsibilities.

Nominations can be submitted by completing the nomination form (insert hyperlink to form) and e-mailing to: nominations@pmirochester.org.

Nominations will be closed at 5:00 p.m. on <xx>

Election information will be emailed to all chapter members on <<xx>>.

Elections will be completed on Jul  xx, 200x shared via email and at www.pmirochester.org. Please see our website for further details.

**Please note that your membership number is required. Any forms received without a membership number cannot be processed.**