

Charter of the Customer Council

1st July 2008

Replaces previous version adopted on 12 June 2006

Definition

The Customer Council is an association of those members of The Open Group who are customers of Open Systems based products and services. All members of The Open Group use information systems in their daily work - regardless of whether they are from a "supplier" or a "customer" organization - so in this respect the Customer Council welcomes participation from all members of The Open Group. However, Customer Council member officer positions as defined under Organization below are reserved for representatives from Open Group "Customer" member organizations who are not Platinum members.

Mission

The mission of the Customer Council is to coordinate and promote the customer voice throughout The Open Group to ensure their membership and participation returns the best value to them and to The Open Group as a whole. *Promote* means to identify customer issues and seek means and resources to achieve their resolution. *Promote* also means to facilitate active customer involvement in The Open Group's technical and business activities and support The Open Group visibility and voice in the general customer community.

The following functions derive from this mission:

- Raise, discuss and initiate action on items of general interest.
- In coordination with the solution provider organizations,
 - Define, analyze, and endorse Open Systems requirements for consideration by The Open Group
 - Identify pervasive trends, issues and opportunities across all of The Open Group activities and prioritize the best opportunities for consideration by The Open Group
- Promote the value of The Open Group to the entire Open Systems community (member and non-member) to enhance the visibility of The Open Group's role and contribution.

Specific Activities

- Strategic Planning
 - Ensure that there is customer participation at all levels of strategic planning within The Open Group, including, but not limited to:
 - The Governing Board
 - Conference planning
 - Forum planning, visibility of existing work and proposals for new areas of work
 - Issue challenges
- Forum Activities
 - Identify customer participants for Forum activities
 - Create and oversee limited duration, specific purpose Working Groups
 - Populate business scenario activities
 - Facilitate formation of vertical market groups
 - Help identify cross forum conflicts and synergies
 - Be available to sanity check ideas and approaches from forums and to clarify customer needs

- Conferences
 - Identify customer speakers for conference plenary sessions
 - Provide forum for discussion of customer perspective on plenary themes
 - Produce input to white papers on customer perspective on plenary themes
- Promotion
 - Build links to CxO level in customer organizations
 - Host promotion events
 - Provide input for case studies
 - Host "town hall meetings" for local members
 - Invite business partners to conferences

Organization

The Customer Council shall elect a Chair, a Vice-Chair, and three (3) representatives to the Governing Board of The Open Group.

- The Chair and Vice-Chair shall each serve for a term of two years with each being elected in alternate years. No Platinum Member is eligible to be Chair or Vice-Chair.
- Each representative to the Governing Board shall hold that position for three years with one being elected each year. No Platinum Member is eligible to be an elected representative to the Governing Board.

These elected positions are called member officer positions.

The Customer Council shall also seek to appoint up to two (2) liaisons (primary and alternate) with each Forum or Work Area – the length of term being at the discretion of the Forum or Work Area. These are called appointed positions.

The Chair, Vice-Chair, representatives to the Governing Board, and liaison persons shall constitute the Steering Committee for the Customer Council.

Policy

The elected Chair, or in his/her absence the Vice-Chair, shall lead all Customer Council and Steering Group meetings. A member of The Open Group staff shall serve as secretary for the Council and execute all record-keeping and other administration requirements of the Council including submitting copies of minutes to the Council for approval and facilitating information exchange via email and The Open Group Web site.

Procedures

The Chair presides over Customer Council meetings and leads Customer Council activities. The Vice-Chair shall work closely with the Chair in all Council matters and acts on behalf of the Chair in his/her absence. The Chair and Vice-Chair may also serve as a Forum Liaison for a Forum for which he/she qualifies, and may also represent the Customer Council as an elected Customer Council Governing Board Representative.

The three Customer Council Governing Board Representatives will represent all customer members in matters relevant to the Governing Board, including issues of particular interest to customers of Open Systems products and services.

Any Customer Council Governing Board Representative who cannot attend a Governing Board meeting may nominate in their absence another elected Customer Council member officer as an alternate in that Governing Board meeting, including with voting rights.

Up to two Forum/Work Area Liaisons (Primary and Alternate) are charged with ensuring effective communication and coordination between each Forum/Work Area and the Customer Council.

Customer Council representation will also be proposed in any steering groups formed as part of the structure of Open Group Forums.

In general, Customer Council elected and appointed positions are not available to Open Group members that earn equivalent positions as an entitlement of their membership category, or to members from Supplier member organizations.

Voting for Customer Council officers as defined above may take place via voice, electronic or written ballot. An affirmative vote requires a simple majority of those members voting. Abstentions are not counted.

Committees and Working Groups of the Customer Council may be established. These shall provide for small groups of interested members to engage in specific activities. The Customer Council will also provide an accountability mechanism for follow-through on those activities, including review of progress and determination of disposition, i.e. termination, continuance, recommendation to join an existing Forum, or recommendation to become a new Forum.

Joint Committees of the Customer Council together with the Supplier Council may be established as necessary to carry out activities of mutual interest to the joint Councils. The committee structure shall provide for small groups of interested members to engage in specific activities as charged by the entire Joint Councils. It shall also provide an accountability mechanism for follow-through on those activities.

There shall be at least one Committee of the Customer Council - the Steering Committee, as defined in the Organization section above, has responsibility for planning the agenda and work of the Customer Council and setting the meeting schedules. Other committees may be formed as required.

A majority of Customer Council meeting time should be spent on substance, i.e. in the dual role of validating issues that the rest of The Open Group is working and proposing issues or opportunities for the rest of The Open Group to address. It is envisioned that processes, votes, elections, charters, and other administrative tasks shall be carried out via email and/or the Customer Council area of The Open Group Web site.

Any Member of the Customer Council may propose changes and/or additions to this Charter, which shall then be reviewed and voted upon by all members of the Customer Council if major or by the member officers if minor, as judged by the Customer Council member officers. Passage and adoption occurs when a simple majority of Members present vote in the affirmative. Issues are discussed and addressed in the same manner if a yes/no decision is possible. Votes may be taken by via email or at Customer Council meetings occurring during the regular quarterly conferences of The Open Group.
