



## SNIA End-User Council (EUC)

### General Information

Sponsor: SNIA Board of Directors

#### Revision history:

| Version | Author(s)  | Comments  | Date    |
|---------|--|---|---------|
| 1.0     | Rick Bauer, Laurence Whittaker, Lynne VanArsdale | Draft synthesized from CAC and EUC charters and the draft strategic plan  | 9/8/03  |
| 2.0     | Joseph Goins                                     | Folded in EUAC mission, responsibilities, and objectives, altered elected board member's terms, added advisory positions to board, defined board successions, vacancies, replacements and removals. | 6/21/04 |
|         |  |   |         |

### 1.0 Mission

The mission of the End User Council is three-fold.

1. To provide an infrastructure to promote, within computing end-user communities (storage specific or otherwise), open dialogue about the requirements for, and the challenges of, storage networking technology adoption and use.
2. To provide the end-user community a direct voice into the Storage Networking Industry Association to assert their shared storage requirements and goals.
3. To encourage and support an open channel between the storage end-user community and storage networking industry developers.

Ultimately, the End User Council provides a means to streamline the process of turning shared storage requirements into solutions, expanding business opportunities for vendors and placing viable products into customers' hands sooner.

### 2.0 Charter

The End User Council provides an infrastructure for open dialogue within and between end-user communities interested in storage networking and the SNIA. In doing so, the EUC will provide cohesiveness in terms of information flow to and from end-users of storage networking. The EUC, either directly, or through its working groups and subcommittees, will:

- Conduct face-to-face or electronic discussion groups, town hall meetings, etc. to discuss and exchange ideas, requirements and needs.
- Form affiliate, partner, or liaison relationships with established computing user groups.
- Be responsible for creating and managing conduits of information between all end-user groups associated with the SNIA and the rest of the SNIA, in concert with guidance from the SNIA Board of Directors (e.g. [StorageNetworking.org](http://StorageNetworking.org)).
- Establish liaison relationships with SNIA entities, be they committees, technical working groups, forums, or other groups as established under SNIA bylaws.
- Form subcommittees or customer advisory groups to support the information gathering or validation needs of SNIA entities, be they committees, technical working groups, forums, or other groups as established under SNIA bylaws (e.g. Education and Certification).
- Offer guidance and leadership in maintaining continuity between all customer-focused activities across the SNIA.

Participation in the End User Council is open to all members of the end-user community and may additionally include advisors and liaisons as assigned by the SNIA Board of Directors or as agreed upon between other SNIA entities and the EUC Governing Board. The activity of the EUC

is governed by the working rules adopted by the membership and those of the SNIA as defined by the SNIA Board of Directors. This charter abides by the SNIA Bylaws and Policies and Procedures as overriding documents.

### **3.0 SNIA/EUC Working Relationship**

The End User Council is an autonomous, end-user body that advises the SNIA. To maintain its autonomy, the EUC and the SNIA Board of Directors will work cooperatively to prevent SNIA vendor members from inappropriately influencing the EUC's activities and/or recommendations.

The SNIA Board of Directors is accountable for placing EUC items on its agenda for discussion within a reasonable time from the EUC request. Response from the SNIA Board on EUC items will also occur within a reasonable amount of time.

End User Council sub-groups may request SNIA representative participation from collateral SNIA entities as a liaison and to provide assistance and services. Conversely, a SNIA entity may request similar participation from the EUC (of an EUC member) for the same purpose.

#### **3.1 SNIA Board Liaison**

At least one representative of the SNIA Board of Directors will act as a liaison between the SNIA and the EUC. The liaison(s) is(are) responsible for:

- Communication between the EUC and the SNIA Board of Directors
- Coordinating funding for the EUC as requested by the EUC Governing Board
- Advising the EUC on SNIA strategies and services that may be complementary or supportive of EUC efforts and interests

The SNIA board liaison is accountable for driving EUC programs at the SNIA board level. The liaison will also report to the EUC on a quarterly basis regarding the progress being made by the SNIA in areas of EUC concern and on the recommendations made by the EUC.

When issues arise within the Governing Board that reach an impasse, the SNIA board liaison may be requested to act as an impartial arbitrator to assist in resolving the impasse. When a SNIA board liaison is also an appointed member of the EUC Governing Board and/or is unable to be an impartial arbitrator, the EUC Governing Board may request that the SNIA Board provide a temporary substitute to provide arbitration services. The SNIA board liaison may also be asked to facilitate meetings and EUC events.

### **4.0 Membership**

The SNIA EUC member body is composed of storage end-users. A qualified end-user is any member of an organization utilizing digital storage not primarily engaged in the marketing or selling of storage-related products or services. EUC members may work for storage companies in certain limited contexts, but a prospective EUC member from a storage company cannot be associated with the provider's sales, marketing, manufacturing, engineering, or consulting efforts. The EUC governing board will adjudicate any conflicts of interest in this area.

EUC members are not required to be SNIA members, however the SNIA will extend a complimentary Associate Corporate membership to all organizations represented on the EUC Governing Board.

Membership in the End User Council is provided without cost or obligation unless otherwise provided herein.

Guidelines for participation shall follow the SNIA Policy and Procedures section on "Standards of Conduct."

## **5.0 Working Rules**

All End User Council activity, though autonomous, will be consistent with the overall mission, and the policies and procedures of the SNIA. Contracts, press releases, payments of bills, use of Web site or other SNIA infrastructure or services will be conducted according to the procedures set by SNIA Bylaws, Staff, Committees or the Board of Directors.

### **5.1 Charter Amendments**

Once adopted, changes to this charter will require the approval of a simple majority of the EUC voting membership participating in the vote. Ballots will be open at least two weeks prior to each charter amendment.

### **5.2 Voting Rules**

For issues requiring a vote of the membership, the following rules apply:

- One vote per end-user member in good standing.
- Unless otherwise provided herein, a simple majority of those choosing to vote, be it at a face-to-face meeting, or through Web- or phone-based balloting, will carry a ballot.

### **5.3 General Member Meetings**

Member meetings of the EUC will include:

- Two or more face-to-face meetings annually, typically coinciding with SNIA events and conferences. One meeting must occur at the Fall Storage Networking World (SNW) (or its successor) conference to hold elections.
- Three or more Web- or phone-based meetings, yearly, for peer discussion of storage networking requirements and issues, as scheduled by the governing board.

The EUC's activities and strategic plan are provided in separate documents, and should be reviewed at least annually, with an annual version for the following fiscal year approved at each Fall SNW by a simple majority vote of participating EUC members.

### **5.4 Governing Board**

The EUC Governing Board will consist of:

- Six end-user members elected by a majority of the voting EUC members,
- No more than two, and no less than one, SNIA member(s), appointed by the SNIA Board of Directors and
- No more than two, and no less than one, advisory at-large members to be selected from EUC partners and/or the Storage Networking Industry.

#### **5.4.1 Elected Members**

Elected members of the Governing Board will serve a term of two years, with elections for half of the positions to occur at each Fall SNW. Nominations will be open at least four weeks prior to each election.

Should a duly elected Governing Board member resign or be removed from the board during his/her term, the Governing Board shall have the power to appoint a replacement Governing Board member from the EUC end-user membership to serve out the term.

Elected Governing Board members are required to participate in at least one EUC sub-group.

##### **5.4.1.1 Officers**

Within a reasonable timeframe following the election of its new members, the Governing Board will elect a Chairperson who shall serve a term of one year, without limitation to the number of terms the same person may serve.

Within a reasonable timeframe following the election of its new members, the Governing Board will elect a Vice-Chair who shall serve a term of one year, without limitation to the number of terms the same person may serve.

The elections of the Chairperson and Vice-Chair require a full complement of end-user members on the board, either duly elected or appointed as replacement members as outlined herein.

The Chair and Vice-Chair must be end-users, but other officers (e.g. Secretary, Treasurer, etc.) may be elected or appointed by the Governing Board, as decided by the Governing Board.

Should the Chair position become vacated during a term, the Vice-Chair shall assume the position of Chair for the remainder of the Chair's term.

Should the Vice-Chair position become vacated during a term, the Governing board will, within a reasonable time, elect a replacement Vice Chair to serve out the remainder of the original Vice-Chair's term.

#### **5.4.2 SNIA Appointees**

The SNIA-appointed Governing Board member(s) shall be considered voting member(s) of the Governing Board and members of the EUC. Their status as a voting member therein does not grant them voting status in ballots put forth to the end-user members. The SNIA Appointee(s) will serve a term of two years, without limitation to the number of terms the same appointee may serve. The appointee serves with the agreement of the EUC Governing Board, the SNIA Board of Directors, and the SNIA Appointee(s).

#### **5.4.3 Advisory At-Large Members**

Within a reasonable timeframe following the installment of the newly elected members and the selection of the Chair and Vice-Chair, the Governing Board shall appoint at-large members selected from EUC partners and/or the Storage Networking Industry to act as advisors to the Governing Board. These members shall be considered non-voting members of the Governing Board, and non-voting members of the EUC (unless they are valid end-user members of the EUC). The at-large members shall serve a term of one year, without limitation to the number of terms an advisor can serve.

The EUC Governing board may also, from time to time, request the services of ad-hoc advisors for short term engagements as decided upon by the Governing Board.

#### **5.4.4 Governing Board Meetings**

Meetings of the Governing Board will include:

- Twice yearly face-to-face meetings to be conducted at SNW (or its successor) conferences.
- Monthly Web- or phone-based meetings.
- Other Web, phone, or face-to-face meetings as determined by the Governing Board.

Governing board members must attend 75% of the scheduled Web- or phone-based meetings, and one of the face-to-face meetings in person, to stay in good standing as board members.

#### **5.4.5 Removal of a Governing Board Member**

Should an elected Governing Board member fail to comply with the requirements provided herein, the active voting board members may request the resignation of the

board member or, in the case of resignation refusal, recognize the member as being in noncompliance with the requirements stated herein and remove the member from the Governing Board.

Should a SNIA appointed member of the Governing Board fail to comply with the requirements provided herein, the elected Governing Board members may request the removal and/or replacement of the appointee by the SNIA Board of Directors.

Should an at-large member fail to comply with the requirements stated herein, the elected Governing Board members may terminate the appointment of the at-large advisory member and immediately install a replacement advisor.

All actions to request the resignation or removal of an appointed or elected board member shall be undertaken through motions submitted and recorded in accordance with procedures set by SNIA Bylaws and Policies and Procedures or the Board of Directors.

## **5.5 Sub-Groups**

To accomplish its mission the Governing Board may create committees, task forces, or other sub-groups, as appropriate. Each sub-group may elect Chair(s), or choose to accomplish its tasks without leadership positions. Meetings held by each sub-group will be at the discretion of that sub-group and shall be scheduled using the Website facilities to provide visibility to its members and other interested parties. Subgroups shall report to the Governing Board on a quarterly basis, or as requested by the board.