



CALL FOR PAPERS

Invitation to give a presentation at the itSMF Conference “The Show Must Go On! – from technology to business value”

Clarion Hotel, Gardermoen, Norway, 4 - 6 March 2019

The itSMF Conference is Norway’s largest forum for experience sharing in the field of IT Service Management. This is where specialist IT service providers and their clients from all over Norway meet to share their experiences and provide input as to how to provide effective IT services. Our topic “The Show Must Go On!” gives Queen’s musical universe the opportunity to raise the 17th itSMF Conference to new heights.

With the conference title **“The Show Must Go On! – from technology to business value”**, we want to put the spotlight on the importance of business and IT working together effectively to provide innovative and user-friendly services. Relevant and inspirational presentations will also enable representatives from business to obtain value from participating at the conference. Effective collaboration depends on the involvement of both business and IT at an early stage, and at the 2019 itSMF Conference we want to hear about your experiences of this. What works and what doesn’t? What have you achieved together? How can IT meet future business needs, with ever greater demands on efficiency and digitalisation, and at the same time manage security and personal data protection? Collaboration between business and IT has never been more important!

Do you have something to share?

We really appreciate, and will assign priority to, presentations of experiences from which others can learn. We encourage practical examples of your achievements and of things that perhaps didn’t go quite so well. This year we are also on the lookout for joint presentations by business representatives and their IT service providers.

In particular, we are looking for presentations based on the following themes:

1) “I want to break free” How to break out of traditional and cumbersome working patterns and find new and smarter approaches/ways of interacting. How to build on an effective



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service management platform in order to achieve success with digitalisation. Running agile projects rather than using traditional approaches.

2) “Crazy little thing called love” How specialists and ICT work together. How to involve each other when ideas for new projects or initiatives present themselves. Are you in a love/hate relationship? How to encourage love between business and IT to blossom.

3) “Don’t stop me now” How to ensure continuous progress and change. How to define and further develop effective services. In what ways can processes and tools contribute towards measurement and improvement?

4) “I want it all” What frameworks should we be investing in? What service management platforms do we need in order to succeed with digitalisation? How can agile projects help us? How can we improve IT services using Lean, DevOps, Design Thinking, automisation and robotic technology?

5) “It’s a kind of magic” How can we achieve a seamless integration of services provided by different suppliers? Tell us about your good and bad experiences with outsourcing and administration of suppliers. Has anyone had any success with the SIAM framework?

6) “See what a fool I’ve been” The best way of improving is to learn from our mistakes. We want to hear about the hard lessons you have learned. Why did things go wrong? What did you do to turn things round and succeed in the end?

As in 2018, you can choose between a 20- or a 40-minute presentation. We recommend that all presentations are concluded with two or three key points that delegates can take home with them.

As usual, we are also looking for suggestions for workshops for the pre-conference session on Monday 4 March, focusing on providing participants with quick and practical insights.

If you want to contribute to the conference, send an e-mail to itsmfkonferansen@itsmf.no with the following information:

- A biography of the speaker(s)
- Contact information for the speaker(s) (address/e-mail/telephone no.)
- The title of the presentation
- Duration: 20 or 40 minutes (including Q&A)
- The technical level of the presentation (basic or advanced)



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- A 50-100 word summary of the presentation.

Deadline: Your suggestions must reach us no later than **26 October 2018**

The committee will select suggestions that best fit into an integrated conference programme. Priority will be given to presentations from user organisations and those featuring practical examples and experiences. Service providers are encouraged to give presentations jointly with their clients.

Speakers will be given a discount on their conference ticket.

If you have any questions, please contact: Silje Endsjø, tel. (+47) 919 01 087
E-mail: itsmfkonferansen@itsmf.no

Read more about itSMF Norway at <http://www.itsmf.no/>

Send us your suggestions for presentations or speakers!

Help us find the best speakers! If you have attended an outstanding presentation that you would like to see in the programme, or if you know of anyone who has some exciting work to share, send us an e-mail!