

Call for Papers

Invitation to give a presentation at the itSMF Conference

“Mission imPossible: Today's IT challenges – tomorrow's business success”

3 and 4 March 2020 at the Clarion Hotel Gardermoen. Pre-conference 2 March.

Focusing on the synergies between IT and business, the itSMF conference is perhaps Norway's biggest experience exchange forum in the field of IT Service Management. This is where skilled IT service providers and their clients from all over Norway meet to share their experiences and provide input on how to provide profitable and effective IT services. We are pleased to see that the conference continues to grow and that the feedback we get is positive.

The theme of the 2020 conference is *“Mission imPossible: Today's IT challenges – tomorrow's business success”*. Technology is advancing at breakneck speed and there is no shortage of challenges facing IT services suppliers. We want to focus on how IT and the business community can meet these challenges together in a way that promotes wealth generation both for the businesses and their end-users.

We want presentations with a practical focus, preferably including real examples and personal experiences. In particular, we want to hear about your experiences of the challenges that you dealt with – both your successes, and also about projects that perhaps didn't go so well. We will give priority to joint presentations in which speakers from the IT and business communities share the platform.

We are most interested in presentations on the following themes:

- **User stories and experiences:** Presentations about specific measures you have carried out, projects implemented, initiatives launched that are currently in progress, and stories about how you met the challenges you faced.
- **Practical application of frameworks and methods:** Do you have your own DevOps teams? Adapted ITIL processes? A SIAM approach to subcontractor management? Proactive use of Lean to promote continuous improvement? Value streams from IT4IT? Do you use alternative methods and frameworks?
- **Trends and innovations:** New and exciting technologies mature fast and what was science fiction just a few years ago is now being applied more and more extensively. We're talking about AI-based services, autonomous units, robotisation and automation, IoT, digital twins, Mixed Reality, Bio-tech, Blockchain, and much more. How can these innovations help us in the future? How are they being applied today?
- **Management and collaboration:** Only people make things happen. We want to hear about the human factor: skills and cultural development, change management, participation, cross-disciplinary collaborations and role development, etc.

We are seeking to schedule presentations of both 20 and 40 minutes duration, and we encourage all speakers to summarise their talks in the form of two or three key points.

In 2020 we also want as many speakers as possible to make themselves available for a period following their presentations so that delegates have the opportunity to discuss the topic face to face. We will send more information about the practical aspects closer to the conference date.

Pre-conference event on 2 March

The ever more popular pre-conference event will be held on 2 March. We are looking for suggestions for workshops focusing on practical exercises and real learning. Do you have a suggestion or a request for a workshop topic? Don't hesitate to send it to us!

If you want to contribute to the conference, send an e-mail to silje.endsjo@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)
- A 50-100 word summary of the presentation.

Deadline: Your suggestions must reach us no later than **20 October 2019**

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 personal 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: silje.endsjo@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!