

Invitation to give a presentation at the 2021 IT Service Management Forum (itSMF) Conference.

“Absolute Beginners – from experts to newbies”.

To be held at the Radisson Blu Scandinavia Hotel, Oslo on 24 March 2021, with pre-conference events on 23 March 2021.

The 19th annual conference organised by itSMF Norge will be somewhat different from our previous events. Change is always challenging, whether starting from the inside or outside, but change also creates new opportunities. And one thing that never changes is our commitment to offer the biggest and best forum for the Norwegian ITSM sector.

In 2021 we will be changing both the scope and location of the conference. The conference itself will be held on a single day, with an opportunity for participants to socialise at a dinner after the end of the meeting. We will be limiting the number of attendees to 200 in order to comply with anti-COVID infection measures. The conference will be held at the [...] Hotel in [...], so that those travelling from outside town will be able to stay overnight. Our popular pre-conference events, including practical workshops, will be held on the day before the conference in the same hotel.

Over the years, we have obtained inspiration for our conference theme from the world of film and music, and this year we turn to David Bowie. Using the theme *“Absolute Beginners – from experts to newbies”*, we want to focus on change and what happens when the world throws ITSM service providers and customers into new and partly unfamiliar situations.

The COVID-19 pandemic has caused major changes in our everyday lives, leading to extraordinary levels of activity focused on adapting to the new reality. But change does not only come in the wake of disasters. We have new technologies and tools, as well as new requirements demanded of service providers, combined with the need to work with novel (or established) methods and under new regulations. These are just some of the issues that can trigger big changes in the everyday lives of both customers and service providers.

We are looking for talks on topics that address how we can manage such changes and emerge stronger on the other side. We are particularly interested in the following topics:

- Collaboration between business and IT
- Effective change management
- Users’ stories and experiences
- Lean, Agile, DevOps and other trends

We are focusing on talks of 40 minutes duration and encourage all speakers to conclude with a concise two to three minute keyword summary.

We also want to continue with our “Open Spaces” format, in which we encourage discussion about topics with the speakers and other interested parties at the end of each talk.

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 customers.

Pre-conference event on 23 March

The ever more popular pre-conference event will be held on 23 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
- 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 **27 September 2020**

Speakers will be given a discount on their conference ticket.

If you have any questions, please contact: Silje Endsjø, tel. (+47) 45 11 36 04

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!