

5.- 7. MARS 2018



- hvor er vi på vei?

Call for papers

You are invited to give a presentation at the itSMF Conference. This year's theme is "All shook up!" Clarion Hotel, Gardermoen, 5 - 7 March 2018

The itSMF Conference is a forum where IT people from all over Norway get together to share their experiences about how to deliver effective IT services. This year's theme is "All shook up!", and the conference atmosphere will be spiced up with Elvis, Rock 'n Roll and "the Fifties".

The idea behind this year's conference title "**All shook up!**" is to put the spotlight on the diversity of trends and regulatory frameworks involved in the development, administration and delivery of IT services. At the 2018 itSMF Conference we want to hear about your everyday experiences. What's working, what isn't, and why.

A dedicated "Back to basics" conference track

Back to basics. "Back to basics" will be a special conference theme this year. We know that those having the most success with innovative methods are those who have already established a solid foundation for IT service administration. Established ITIL processes are being improved using Lean approaches and DevOps, and SIAM is building on ITIL in order to facilitate sub-vendor administration. Those who already operate with an established Information Security process will have a head start conforming with new personal data protection legislation when it comes into force.

"The voice of the customer"

Another area of focus is the sharing of our experiences about involving the business community and those planning to make use of IT services. At the best IT service providers, the buzzword is no longer "Business alignment", but "Business integration". That's what we want to hear a lot more about!

Would you like to give a presentation? Other delegates will really appreciate learning from your experiences. We encourage you to give us some practical examples of what you have achieved and, perhaps, stories about how things didn't go so well.

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To sum up, we are most interested in presentations on the following themes:

- 1) **“Back to basics”**: how to get started in service management. How to put tools and processes in place. How to identify your customers’ needs and requirements. How to measure results and improve.
- 2) **“Moving onwards and upwards”**: how to build on an effective service management platform in order to succeed with digitalisation. How to implement agile projects. How to be better at delivering IT services using Lean, DevOps, automation and robotics.
- 3) **Sub-vendor administration**: good and bad experiences with outsourcing and sub-vendor administration. Please include any experiences you have in the use of the SIAM framework.
- 4) **“The voice of the customer”**: how to achieve a good working relationship with the business community, enabling us to deliver just what users and our customers need.

New to this year's conference is a separate track featuring 20-minute presentations. This format requires concentrated focus on your key message. You may also select the more traditional 40-minute format. Whatever you choose, we're looking for as many practical examples as possible, illustrated with the fewest possible slides. We want all presentations to conclude with three “Key Take-Aways”.

If you would like to give a presentation, please send an e-mail to itsmfkonferansen@itsmf.no and include the following information:

- A biography of the speaker
- The speaker’s contact information (address/e-mail/telephone no.)
- The title of the presentation
- Duration: 20 or 40 minutes
- The technical level of the presentation (basic or advanced)
- A 50-100 word summary of the presentation. Presentations may be scheduled for up to 40 minutes, including Q&A

Deadline: Proposals must reach us by **25 October**.

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

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examples and experiences. Vendors intending to give presentations are encouraged to invite their customer(s) to participate as joint speakers.

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 and our conference at <http://www.itsmf.no/>

Send us your suggestions for presentations or speakers!

Help us find the best speakers! If you have attended an excellent presentation which you would like to see in the programme, send us an e-mail!