



itSMF-konferansen 2011

HEAL THE WORLD - WITH ITIL

Probably the best itSMF conference in the world

Clarion Hotel Oslo Airport

22. og 23. mars 2011

Call for papers — the itSMF Conference 2011

“Heal the World - with ITIL”

22 - 23 March 2011 at the Clarion Hotel Oslo Airport

A large proportion of private and public sector organisations are now employing IT Service Management and ITIL as the foundation of their IT-related work processes. Since 2003, the IT Service Management Forum (itSMF) in Norway has organised conferences on an annual basis with ever-increasing attendance figures. **This conference is the largest IT Service Management forum in Scandinavia.**

Following the launch of ITIL version 3 in 2007, enthusiasm for ITIL has become greater than ever. ITIL now embraces the entire IT services life-cycle, from strategic decision-making to development, production implementation, operations and decommissioning. Everyone working in the field of IT will find something useful at this conference. In 2011 we expect close to 500 delegates to attend the conference which will be held on 22 and 23 March at the Clarion Hotel Oslo Airport.

The conference is targeted at:

- IT directors, managers and decision-makers at all levels.
- Professionals working for service-oriented businesses, especially in the field of IT.
- Anyone working, or who has an interest, in the field of IT Service Management and ITIL.
- Anyone with a defined role in the field of ITIL-based processes.

As in previous years, the conference will include plenum presentations, parallel sessions and workshops aimed at:

- those of you just getting started with ITIL and IT Service Management
- those of you looking to learn from the practical experience of others
- those of you seeking a greater understanding, professional refreshers and inspiration
- top management and IT services managers

We are looking for presentations covering all aspects of ITIL, and in particular:

- Practical experience in the application of ITIL and service management
- The environmental benefits of good processes (Green IT)
- Business strategy, the IT area and IT governance
- Gains realisation and financial management
- Transition area processes
- Continuous service improvement
- Personnel and restructuring; change management





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Would you like to be a speaker? – or do you know anyone who ought to give a presentation?

We want to hear from you if you would like to give a presentation at Scandinavia's largest IT Service Management conference! Or if you know of anyone we ought to invite to give a talk.

We are looking for speakers who can share their knowledge and practical experience of IT Service Management and address issues such as how to get started, what strategies bring success, what mistakes have we learned the most from, etc. We are particularly on the lookout for good examples of users' experiences.

Recommend a good speaker and win an iPad!

Many of you attending the conference submit questionnaires with requests for talks on certain topics. Why not help us find them? Send us your suggestions for talks or speakers! From all the suggestions used in the final programme, we will draw the winner of an iPad.

Send us an e-mail to silje.endsjo@itsmf.no with the following information about the speaker and his/her presentation:

- A short biography of the speaker.
- The speaker's contact information (address/e-mail/telephone no.).
- The title of the presentation.
- The technical level of the presentation (basic or advanced knowledge of ITIL required).
- A description of the presentation (50–100 words to give the committee an idea of its content). Presentations will normally be scheduled for 40 minutes including Q&A.

Suggestions must reach us **by 1 October 2010**. The committee will reserve the right to select those suggestions that are most suitable within the framework of the conference programme.

Read more about our conferences and itSMF Norge at <http://www.itsmf.no/>

Speakers will be given a discount on their conference ticket.

itSMF Norway

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If you have any questions, contact: Silje Endsjø (tel. +47 22 36 48 94).

