

The itSMF Norway Conference 2010 – Call for Papers

ITIL – “With a little help from my friends”

3 - 4 March 2010 at the Clarion Hotel Oslo Airport

An increasing number of companies are focusing on IT Service Management and basing their work processes on ITIL. Since 2003 the IT Service Management Forum (itSMF) in Norway has arranged conferences on an annual basis, and the number of participants increases each year. This conference represents Scandinavia's largest IT Service Management forum.

Following the launch of ITIL version 3 in 2007, interest has been greater than ever before. ITIL now embraces the entire IT services life-cycle, from strategic decision-making to development, production launches, day-to-day operations and phasing out. All those working in the IT profession will gain something useful from this conference. We estimate that approximately 500 people will attend the conference being held on 3 and 4 March 2010 at the Clarion Hotel Oslo Airport.

The conference's target audience consists of:

- IT Directors, managers and decision-makers at all levels.
- Those who work for service-oriented IT companies.
- All those working with or who have an interest in the field of IT Service Management and ITIL.
- All those with designated roles in ITIL-based processes.

As at previous conferences, the event will include plenum presentations, parallel sessions, and workshops for:

- those who have just started working with ITIL and IT Service Management
- those who want to gain some benefit from both the positive and negative practical experiences of others.
- those looking for a more detailed understanding and to top up their technical knowledge.
- management and managers of IT service providers.

We are calling for papers dealing with many different subjects, such as:

- Practical experience in the application of ITIL.
- Process set-up - how you achieved it, what difficulties you encountered, and what benefits you gained.
- Strategy, governance, and the application of ITIL in relation to regulations and standards such as ISO 20000, Cobit, Sox, Six Sigma, etc.
- People and Change Management
- Evaluation and reporting - how to obtain data of adequate quality as a basis for decision-making, and how to demonstrate the benefits.

- Processes that are not so widely applied, such as Capacity, Availability, Financial Management, etc.

The event will also include a trade fair, and about 30 suppliers will present their IT Service Management-related products and services.

Would you like to present a paper? Perhaps you know *someone* who ought to give a paper?

If you wish to present a paper at Scandinavia's largest IT Service Management conference, we would like to hear from you! The same applies if you know anyone who we ought to invite to give a paper.

We are looking for speakers who can share their knowledge and practical experience in IT Service Management - topics such as how you got started, what is working well for you, and what mistakes did you learn the most from?). We are particularly on the lookout for examples of successful user experiences.

Recommend a good speaker and win an iPod 3G!

Many of you attending the conference hand in assessment forms with a wish list of presentation topics. Why not help us to find them? Send us your recommendations for good papers and speakers! We will draw the winner of an iPhone 3G from the recommendations that are utilised in the conference programme.

Send us an e-mail at itsmf@itsmf.no with the following information about the speaker/paper:

- Introductory details about the speaker.
- The speaker's postal and e-mail addresses and telephone number.
- The title of the paper.
- Technical level of the paper (does it require a basic or advanced understanding of ITIL?).
- A description of the paper to allow the committee to obtain an impression of its content (between 50 and 100 words). The presentations will normally be of 40 minutes duration (inclusive of Q&A time).

Your suggestions must reach by us **by 5 October 2009**. The committee reserves the right to select those suggestions which it regards as most suitable in the context of an integrated programme.

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



IT SERVICE MANAGEMENT FORUM

Speakers will be charged a reduced conference attendance fee.

itSMF Norge

E-mail: itsmf@itsmf.no

Website: <http://www.itsmf.no/>