

itSMF Australia 2018 Awards

Background

The itSMF Australia Service Industry Awards for 2018 are opportunity for organisations and individuals to showcase the practical application of service management best practices and standards and to recognise outstanding contributions made by organisations and individuals.

In recognition of significant achievements in Service Management the itSMF offers team awards for:

- ITSM Project of the Year
- ITSM/Business Relationship of the Year
- ESM Implementation of the Year

and Individual awards for:

- Service Management Champion of the Year
- Service Management Thought Leader of the Year
- Service Management Lifetime Contribution

Team Awards – Description and Criteria

IT Service Management Project of the Year

Award Description:

The Project of the Year will be awarded to the ITSM team that can best demonstrate the successful completion during the past year of a challenging ITSM project that has aligned ITSM and complementary practices to achieve significant improvements to the quality and value of the organisation's IT services.

Evaluation Criteria:

- **Objectives and Challenges** (20%) This criterion considers the alignment of the project to the award. The objectives of the project should clearly indicate the required IT service management related outcomes and the challenges they presented to the project team and the organisation.
- **Uniqueness and Complexity** (20%) This criterion assesses the uniqueness and complexity of the project and the project strategies. How innovative were the project objectives and what strategies were developed to achieve them? To what extent did these involve the development of new methods or approaches? How many staff were actively involved in the project for a major proportion of the time?
- **Processes and Procedures** (20%)^[SEP]To what extent did the project require the development of new or improved IT service management processes and procedures? Did these designs align with ITIL methodologies, related standards and best practices, including others such as DevOps, Agile, SIAM etc.?
- **Achievements** (25%)^[SEP]This criterion evaluates the achievement of significant results. Was the project completed on time and within budget? Were the project outcomes fully achieved? Did these add measurable benefits to the organisation in terms of IT service efficiencies and customer/end user satisfaction?
- **Team contribution** (15%)^[SEP]This criterion evaluates team leadership and motivation and how this contributed to the achievement of the project objectives. It will include consideration of how the project team was supported and encouraged and how well a team spirit was generated and maintained.

ITSM/Business Relationship of the Year

Award Description:

The ITSM/Business Relationship of the Year will be awarded to the team of IT and business leaders who during the past year have demonstrated outstanding skills in establishing IT as a strategic business partner within their organisation. This will have resulted in significant improvements in end user and/or customer services.

Evaluation Criteria:

- **Objectives and Challenges** (20%) This criterion considers the alignment of the solution to the award and the associated challenges. The objectives of the activity should clearly indicate the required IT service management related outcomes and the challenges they presented to the organisation and its service management team.
- **ITSM/Business Integration** (25%) This criterion assesses the overall strategy and approach taken by the team to achieve these objectives and how service management practices were integrated into the organisation's strategies for the delivery of new or improved business services. This approach should be clearly documented.
- **Process and Procedure** (20%)^[1]_[SEP] This criterion establishes to what extent the solution required the design of different approaches to IT service management . To what extent did these designs align with or differ from ITIL methodologies, related standards and best practices?
- **Achievements** (25%)^[1]_[SEP] This criterion evaluates the achievement of significant results. Can the translation of ITSM as an integral part of business operations be shown to have resulted in more efficient and effective business solutions? Did the solution add measurable benefits to the organisation in terms of IT service quality and customer satisfaction?
- **Team contribution** (10%)^[1]_[SEP] This criterion evaluates team leadership and motivation and how this contributed to the achievement of the overall objectives. It will include consideration of how the IT service management team was supported and encouraged and if a team spirit was generated and maintained.

Enterprise Service Management Implementation of the Year

Award Description:

ESM Implementation of the Year will be awarded to the service management team that during the past year has designed and implemented a comprehensive set of new or improved business services based on service management best practices and that are delivering significant business benefits to their organisation.

Evaluation Criteria:

- **Objectives and Challenges** (20%) This criterion considers the alignment of the activity to the award and the associated challenges. The objectives should clearly indicate the required enterprise or business service/s outcomes and benefits and the challenges presented in their implementation.
- **Complexity** (20%) This criterion assesses the complexity of the activity and the approaches taken to achieve the required outcomes. How unique were the objectives and what strategies were developed to achieve them? To what extent did these involve the development of new or innovative service management methods or approaches?
- **Processes and Procedures** (25%)^[1]_[SEP] This criterion evaluates the approach taken to assess the business requirements, to design and implement the solution and its transition into productive use by the organisation. It will also take into account the extent to which the solution utilised recognised service management practices. How were IT and business staff engaged in the activity?

- **Achievements (25%)**^[1]_[SEP] This criterion evaluates the achievement of significant results and business benefits. Can the approach be shown to have resulted in more efficient and effective business services? Did the solution add measurable benefits to the organisation in terms of service quality and customer satisfaction?
- **Team contribution (10%)**^[1]_[SEP] This criterion evaluates team leadership and motivation and how this contributed to the achievement of the overall objectives. It will include consideration of how the service management team was supported and encouraged and if a team spirit was generated and maintained.

Eligibility for Team Awards

Nominations must confirm adherence to the following conditions:

- The team's organisation must be a business entity with a registered office in Australia or be an Australian Government agency;
- Although external consultancies, contractors or service providers may have been involved in the project or activity, the majority of the effort must have been managed, undertaken and completed by the organisation's permanent full time staff;
- The project or activity may be a discrete and separately managed phase of a larger service management programme of work;
- The majority of the completed project or activity must have been undertaken during the twelve months prior to the closing date for submissions;
- Nominations must address all sections of the submissions requirements, including responses to the evaluation criteria and must be received by *itSMF* Australia or its agents by the publicised closing date; and
- An organisation may submit nominations for more than one team award but these must be clearly identifiable as distinctly separate pieces of work and performed by different people within their organisation.

Individual Awards – Description and Criteria

Service Management Champion of the Year

Award Description:

The Champion of the Year will be awarded to the service management practitioner who over the past year has displayed outstanding personal and professional skills in advancing the industry recognition of service management by their leadership, practical experiences and public advocacy. Their contribution will have been acknowledged widely as an outstanding example of the application of best practice in service management, professionalism and innovative thinking in overcoming challenges and delivering significant benefits and value to their organisation, clients and the service management community.

Evaluation Criteria:

Candidates must possess a high level of technical and management acumen and have gained practical experience and proven performance in the leadership of colleagues and associates, by demonstrating their:

- Leadership, motivational and influencing skills, drive and ability to achieve results that have had a major impact.
- Expertise in service management and the application of best practice in implementing practical outcomes.
- Achieving the successful completion of one or more major projects, with an outline of the objectives, approach, challenges, outcomes and benefits.
- Strong advocacy for service management principles and practices throughout the IT community.
- Evidence of sharing their SM knowledge and experiences with other professionals, organisations and interest groups.

Eligibility:

- Nominees must be permanent residents of Australia;
- The qualifying activities must have been carried out in Australia; and
- Nominees do not have to be a member of *itSMF* Australia but must be nominated by a current member.

Service Management Thought Leader of the Year

Award Description:

The Thought Leader of the Year will be awarded to an individual who over the past year has provided fresh, innovative thinking to the ITSM community. This may be evidenced through the individual's preparation and delivery of white papers and publications across various media, presentations at ITSM seminars and conferences and social media blogs. These communications must demonstrate original thinking in the general area of service management and with tangible impact in the broad IT community.

Evaluation Criteria:

- Evidence of innovative thinking in the application of service management principles and best practice to meet current and future IT and business environments through the publication of white papers, articles and presentations;
- The potential value and usefulness of the innovative ideas expressed by the author;
- The depth and technical accuracy of such ideas and their bases.
- The content must be relevant to and focus on the interests of the ITSM and the business community
- The content must be original and all other sources of information must be acknowledged appropriately.

Note: Publications and presentations should not make reference to specific vendor products, services or solutions, or the obvious marketing of products, persons or service providers

Eligibility:

- Nominees must be permanent residents of Australia;
- The qualifying activities must have been carried out in Australia; and
- Nominees do not have to be a member of *itSMF* Australia but must be nominated by a current member.

Service Management Lifetime Contribution

Award Description:

The Lifetime Contribution is awarded to an individual who, over the course of their IT career, has made an outstanding and highly significant contribution within the Service Management domain and has been a great inspiration to the entire ITSM community. This award recognises consistent excellence across multiple projects over a sustained period of time and contribution to the advancement of the ITSM profession and fellow practitioners, as well as having established community respect.

Evaluation Criteria:

- Active involvement in and contribution to Service Management events and publications over the last 10 years or more;
- Demonstrable personal contributions in advancing the practices of the ITSM profession, with an overall description and supporting evidence of what has been achieved;
- Contributions to the development of the skills and abilities of individual ITSM practitioners by mentoring, and the organisation of service management events;
- Recognition and high regard by the ITSM community as a thought leader and innovator in ITSM practices; and
- Contributions that have been actively visible by industry colleagues at local, national and even international levels.

Eligibility:

- Nominees for this award must have been actively involved in and contributed to the Service Management profession for at least the last 10 years;
- Nominees must be a permanent resident of Australia;
- Nominees will be expected to have been a member of *itSMF* Australia for most of that period; and
- Nominees must be nominated by a current member of *itSMF* Australia.

Award Procedures

Promotion

The above descriptions of the annual awards and winners in previous years will be included in the *itSMF* Australia web site. Invitations to submit nominations for these awards are publicised by *itSMF* Australia on their web site, annual conference promotions and by email to members.

Team Award submissions

To submit for a Team Award, please complete the Nomination Form and the following details:

- Confirmation of adherence to Award evaluation criteria
- A written report describing how your team's activities meet the evaluation criteria for the Award. The report should be no more than seven pages in length, in Word format and zipped.
- A 300 word (maximum) abstract (summary) of the submission.

Individual Award nominations

To submit a nominate for an Individual Award, please complete the Nomination Form and the following details:

- Confirmation of adherence to Award evaluation criteria
- A written report describing how your nominee meets the evaluation criteria for the Award. The report should be no more than seven pages in length, in Word format and zipped.
- A 300-word (maximum) abstract (summary) of the submission.

Submissions and nominations must provide all the information requested on the Nomination Form together with details of how the award criteria are met. These should be sent to the *itSMFA* office for initial review for completeness. Any nominations that do not comply with these or eligibility requirements will be rejected and the affected nominator informed.

New submissions and alterations to submissions will not be accepted after the closing date of 31st July 2018.

Judging Panel

A panel of judges will be appointed to review and assess all award nominations and to make recommendations to the *itSMFA* Board for each award.

The panel will consist of suitably experienced and impartial Service Management professionals recommended by the *itSMFA* Awards Committee and approved by the *itSMFA* Board.

The judges will follow the procedures outlined below for reviewing and evaluating entries. The judges may ask nominees for further information to clarify any details of their submission.

Note: The judging panel will not include a person who has been employed by, contracted to or worked with the nominating organisation or individual during or after the eligibility period. This applies to all Award categories.

Evaluation

The judging panel will review nominations when received and assess how well the supporting information meets each of the published evaluation criteria. Each judge will then record a score of between 1 (low) and 5 (high) for each criterion, based on the judge's assessment.

Where applicable, the relevant weighting factor will then be applied to each score to arrive at a total weighted score. These and the panel's average score for each nomination and their recommendations will be provided to the Awards Committee for review and then to the Board for approval of the selected winners. This should be completed one month prior to the annual conference.

Notifications

All finalists will be notified by the Awards committee as soon as they have been approved by the Board. The Conference Organiser will also be notified, to make preparations for the Awards ceremony and to assist finalists in making bookings.

Prizes

The winning organisation of the **Team Award** will receive:

- An inscribed Trophy for the Award
- A Certificate for each team member
- Permission to display the award logo on the organisation's official stationery and publications
- Recognition in all *itSMF* Australia publications that list Award winners
- Complimentary registration of the winning team leader to next year's *itSMF* Australia Annual Conference

The winners of the **Individual Award** will receive:

- An inscribed Trophy for the Award
- Permission to display the award logo on all personal stationery and publications
- Recognition in all *itSMF* Australia publications that list Award winners
- Complimentary registration to next year's *itSMF* Australia Annual Conference

Awards Presentations

Award finalists will be published before the Annual Conference.

The finalists will be acknowledged and the Awards will be presented to the winners by the Chairman at the Awards Gala Dinner held during the *itSMF* Australia Annual Conference.

Awards Publicising

A list of Award winners and photographs of the Awards presentations may be published in the *itSMFA* web site, the post conference report. *itSMF* Australia will also publish summaries of awards finalists' submissions in the *itSMFA* monthly Bulletin, with the permission of the finalists.