

itSMF Australia Service Management 2019 Industry Awards

Background

The *itSMF* Australia Service Industry Awards for 2019 are an 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.

1. Team Awards

1.1 Service Management Innovation of the Year

Award Description:

The Service Management Innovation of the Year will be awarded to the Service Management team that can demonstrate the successful completion during the past year of a challenging Service Management project that has markedly improved the value, efficiency and effectiveness of the organisation's IT services and which have resulted in significant business benefits.

Up to 3 separate awards will be offered for significant achievements in the areas of:

- **Business Impact** - delivered by implementing or improving IT Services using Service Management practices
- **Complementary Practices** - enhancing the value of IT Services delivered by integrating Service Management practices with complementary practices such as Agile, DevOps, Organisational Change, Project & Program Management etc.
- **Business Services** - using Service Management practices to build and run improved business services outside the IT domain.

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 planned 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%)** To what extent did the project require the development of new or improved 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%)** 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%)** 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.

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 this year's 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.

2. Individual Awards

2.1 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 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.

2.2 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.

2.3 itSMF Australia Branch Volunteer of the Year

Award Description:

The *itSMF* Australia Branch Volunteer of the Year will be awarded to the *itSMF* Australia Branch Committee member who has demonstrated enthusiastic, consistent and outstanding support to Branch Committee activities and the planning and management of Branch events.

Eligibility:

- Nominees for this award must be a member of *itSMF* Australia;
- Nominees must be an elected member of an *itSMF* Australia Branch Committee;
- Nominees must be nominated by the Branch Chair in consultation with their Branch Committee.

3. Award Process

3.1 Promotion

The above award categories and criteria and winners from 2018 will be included on the *itSMF* Australia website. Invitations to submit nominations for these awards are publicised by *itSMF* Australia on their website, annual conference promotions and by email to members.

3.2 Submission Requirements

To facilitate the judging process, please address each evaluation criterion in the order provided and clearly state how they were met or exceeded expectations.

3.3 Team Award Submissions

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

- Complete adherence to Award evaluation criteria and demonstrated consideration of and response to all listed criteria.
- A written report describing the project, service, contribution, or innovation. This should include (although is not limited to) the business and project overview and

objectives, details of any significant challenges and issues faced during the project and how they were overcome, key business requirements and specified deliverables, key innovative ideas that flowed from or to the project, success criteria and overall outcomes. The report should be no more than five A4 pages in length.

- Include an abstract (summary) of the submission on no more than one A4 page, to make a maximum total of six pages.
- Please submit your responses as Word documents.

Other submission information may include: business and/or technical drivers, critical success factors, scope, approach, resources, schedule of work, deliverables, quality control, risk management, financial (total budget, actual costs, potential cost reductions in monetary or percentage terms, return on investment) and a high-level timeline that includes key milestones for the project and/or a major phase of the project that is being nominated for evaluation.

3.4 Individual Award Nominations

To nominate for an Individual Award, simply complete the Nomination Form and supporting descriptions of relevant experience and activities.

3.5 Submission Process

Please download from here and complete the [Nomination Form](#).

- Ensure all supporting documents for your chosen Award are provided
- Email the form and all supporting documents (optionally in a zipped file) to Sheryl Kingsley at: sheryl.kingsley@itsmf.org.au

No new submissions or alternations to submissions will be accepted after the closing date of Sunday 30 June 2019.

If you are selected as a finalist you will need to provide high-resolution photos of the team involved and your company logo. These will be shown at the itSMF Australia Gala Dinner Awards Ceremony during the Annual Conference.

3.6 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.

3.7 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.

3.8 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.

3.9 Prizes

The winning organisation of the **Team Awards** 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 Awards** 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

3.10 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.

3.10 Awards Publicising

A list of Award winners and photographs of the Awards presentations may be published in the itSMFA website, 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.