



The Service Management Conference uses a community-driven approach to produce a balanced, comprehensive and topical program each year. With a firm focus on quality over quantity, we work hard to address the changing needs and interests of the greater ITSM community.

Speaker proposals are accepted through a custom-built, open and anonymous submission system. A volunteer reviewing team of ITSM practitioners from around the country and internationally kindly help to give feedback, shortlist and rate the submissions to help create a truly outstanding Conference program.

Once the stream chairs have submitted their shortlists from their respective streams, the Conference Committee meets to review the shortlists, remove any duplicates, balance topics and ensure no single constituency is over- or under-represented on the program.

Approximately 25-30 submissions are invited to be part of the final conference program.

Please note that Keynote and Invited Speakers are exempt from the submissions process. They are invited to participate at the discretion of the Conference Committee to address hot topics not otherwise covered by submitted presentations, represent thought leadership, and add star power!

STREAMS

The streams for the 2020 Conference theme "The Future is ..."

Tech, Tools and Totally Cool

- New service management outpaces disruption - accelerate delivery with AI, chatbots, automation, machine learning, robotics, drones, service workflow orchestration
- Avoid the disruptive shock of the new with blended agile and DevOps efficiencies delivering customer effectiveness
- IoT and data analytics all in the cloud
- DevOps at scale through culture, communication, collaboration, automation, process and tools

The Employee, the Customer, and Wellbeing

- Leadership building a culture of collaboration and wellbeing in the workplace to deliver on innovation and continual improvement
- Embracing human centred design with employee and partner experience delivering to the enhanced 'wow factor' across the organisation
- Supporting people moving through change aligned to organisational outcomes with industry models and approaches (PROSCI, ADKAR)

Looking Forward, Reflecting Backward

- Building on traditional service management competencies with new skills to compliment improved customer satisfaction with supportive practices and metrics
- Delivering business value service management with adoption and adaptation of established and emergent industry guidance (ITIL4, VeriSM, IT4IT, Cobit)
- Lessons learnt and war stories of cloud service management with DevOps and SIAM disciplines
- Strategic delivery cadence and tactics through insights into both good and bad service models
- Enterprise business assurance – speed and delivery with enough cyber security and managed risk to pass every audit

For all enquiries, please contact: SERVICE MANAGEMENT 2020 CONFERENCE SECRETARIAT
Tel: + 61 2 9431 8600 Email: smconference@theassociationspecialists.com.au





Submissions that will be well regarded

- Organisational cultural, leadership and strategic journeys
- Demonstrable knowledge transference
- Real life case study experiences

Presentation formats sought

- Lightning – short 5min (ignite) or 15min (TEDtalk) presentations
- 30 minutes
- 45 minutes
- 1-2 hour interactive deep dive

SUBMISSION INSTRUCTIONS

Please submit your proposal online no later than 5pm AEST on Friday 17 April 2020 via the below portal:

<https://tas.currinda.com/event/2053/submit/405>

Proposals may only be submitted online through Currinda and will not be accepted by fax, email or post. The Service Management 2020 Conference Secretariat will notify all submitters of acceptance via email by the end of June 2020.

Please note: the submitting author (if different to the presenting author) will be the one linked to the abstract and will receive all relevant information via email. It is the submitting author's exclusive responsibility to ensure that all emails to do with the abstract are passed onto the presenting author and any other relevant parties.

Authors will require a profile on Currinda in order to submit an abstract for consideration. This profile will then be used for registration for the conference.

- When logging in to Currinda, you will be asked to create a profile (unless you already have a Currinda profile) and then prompted to submit a speaker proposal for the conference. You can submit multiple proposals through your profile.
- Whilst you can come back to your submission(s) at any time prior to the submission deadline, please ensure you proceed through the entire process to complete your submission. If you fail to do this, your proposal will not be reviewed.
- You must nominate a stream and a level: beginner, intermediate, advanced.
- You can log back into Currinda and edit your proposal at any time until 5pm AEST on 17 April 2020. Simply log into your profile, select the proposal to amend and navigate through the top tabs to the section(s) you wish to edit.
- An automatic acknowledgement email will be sent once your submission is complete.

Abstracts must:

- Be typed straight into the text field in Currinda (It is recommended that authors have this text ready to copy and paste ensuring that no formatting carries across)
- Not exceed 500 words, excluding titles, authors and affiliations
- Show only one presenting author by ticking the appropriate box
- Include the first name, surname and affiliations of all authors separately
- Include a succinct overview of the intent and purpose of the presentation
- Include any tables or figures you feel relevant
- Include a title that is less than 150 characters with spaces

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SUBMISSIONS NOT RECEIVED IN THE CORRECT FORMAT WILL NOT BE REVIEWED.

Reviewer Feedback

Once received the team of reviewers will be anonymously reviewing each submission. You may receive an email from the online portal providing you with comments regarding your submission. Based on the comments you may choose to edit your submission which can be done at any time until 5pm AEST on 17 April 2020. If you wish to send a direct reply to the committee, please email the Service Management 2020 Conference Secretariat and this will be passed over on your behalf.

Those 30min to 2 hour submissions that are successful will receive one complimentary conference registration for the author/presenter. Successful 15 minute presentations will receive a discount of 50% on one conference registration.

