



itSMF Australia Service Management 2020 Industry Awards

The *itSMF* Australia Service Industry Awards for 2020 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

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 the closing date for submissions;
 - Nominations must address all sections of the submission's 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.
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2. Individual Awards

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.
- Demonstrated expertise in service management and the application of best practice in delivering practical outcomes.



- Strong advocacy for service management principles and practices throughout the IT and business community.
- Evidence of sharing their service management 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 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.

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.

Evaluation Criteria:

- Is an active, enthusiastic member and supporter to the Branch Committee, the *itSMF*, its activities and the service management community
- Is an active participant of the Branch Committee, will often go above and beyond to ensure local Branch success
- Demonstrated successful planning, preparation and co-ordination of Branch Committee events, special interest groups, seminars, meet-ups
- Manages and/or assists the branch chair with committee meetings, minutes, agendas. Takes lead in times of absence of others
- Strong advocacy for service management principles and practices throughout the IT and local branch community.

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 Procedures

Nominations

Nominations must include all the information requested on the nomination submission portal together with details of how the award criteria are met. These will be reviewed by 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. The closing date this year will be 8th October 2020.

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 prepare for the Awards ceremony and to assist finalists in making bookings.

Prizes

The winning organisations of the **Team Awards** will receive:

- An inscribed Trophy for the Award.
- A Certificate for each nominated team member.
- Permission to display the award logo on the organisation's official stationery and publications.
- Recognition in all *itSMF* Australia publications of the 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 of the 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.

A list of Award winners and photographs of the Awards presentations may be published in the *itSMFA* web site, the post conference report and the next edition of the *itSMFA* monthly Bulletin.

The Bulletin may also publish summaries of awards submissions, subject to the prior approval of the organisation or individual.

4. Awards Submission Requirements

The following are the requirements for nominations for *itSMFA* Awards.

Eligibility

The nominated organisation or individual must meet the following conditions and requirements:

- For team awards the organisation for which the activity has been completed must be a business entity with a registered office in Australia or be an Australian Government agency;
- For individual awards, the person must be a permanent resident of Australia, the qualifying activities carried out in Australia and nominated by a current member of *itSMF* Australia;
- The qualifying activity may be a project or a discrete phase of a larger program of work that is relevant to the award and its evaluation criteria;



- The majority of the effort involved must have been managed, undertaken and completed by permanent full-time staff, although external consultancies, contractors or service providers may have been involved;
- The majority of the qualifying activity must have been undertaken and completed during the 12 months prior to the closing date for the submission of nominations, except for the Lifetime Contribution award
- 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.

Submission Requirements

Invitations to nominate for one of the *itSMFA* Awards will be publicised 6 months prior to the *itSMFA* Annual Conference, with a closing date two months prior to it. To nominate for an Award the nominator must complete and submit the [Nomination Submission](#). This must include all requested details.

Please provide detailed responses to each of the award **Evaluation Criteria**. Also, any other information considered relevant to the nomination. Please include a 400 word abstract or summary of the submission. Copies of any supporting publications referenced in the submission should also be attached.

To facilitate the judging process, please address each criterion in the order provided and clearly state how the organisation's team or the individual meet or exceed expectations in each area.

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* Gala Dinner Awards Ceremony.

Please note:

- The *itSMFA* office must receive the Nomination Submission together with the abstract and supporting details before the publicised closing date.
- Any supporting documents should be uploaded to the Nomination Submission portal.



- Receipt will be acknowledged via email from smconference@theassociationspecialists.com.au.

Evaluation Process

Nominations will be reviewed and assessed by a panel of 5 judges appointed by the Board. The panel may request further information from nominators to clarify submissions but not to add information to them.

Each judge will score submissions against the award evaluation criteria, apply the weighting factor to each where relevant and calculate an average score. The average of these across the judging panel will then be sent with recommendations to the Awards Committee who will ratify the recommendations and send to the Board for approval of the finalists and winners. This should be completed, but not publicised, one month prior to the annual conference.

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

Prizes

Prizes for each Award are listed in the *itSMF* web page on Awards.

Awards presentation

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.