

ITSMF FINLAND'S 14TH ANNUAL CONFERENCE

12 OCTOBER 2017 ■ CROWNE PLAZA HELSINKI

F U T U R A E

CALL FOR PAPERS



itSMF.fi

FUTURE

ITSMF FINLAND 14TH ANNUAL CONFERENCE

12.10.2017 Hotel Crowne Plaza Conference Center, Helsinki

ITSMF FINLAND'S 14th ANNUAL CONFERENCE HEADS TO THE FUTURE

What are the future solutions for technology and service automation and how they could be utilized in service management? What kinds of steps have already been taken towards future services?

We are looking for different perspectives on how the role of services, automation, IT, and modern technology is going to change being a crucial part of private sector business and public services.

We are interested in both the future visions and already collected practical experience - focus on the future services and how to manage them.

Would you like to share your thoughts or experiences on how to utilize automation, robotics, AI, service design, modern service channels, or digitalization? How to bring IT services' best practices outside of IT? And what this all means from security perspective?

Our one day conference offers concentrated dose of today's and tomorrow's hot topics for service management. Naturally not forgetting the networking and the evening party!

Bring us your story and be a part of our conference. Share your experiences or your organization's best practices and learnings with your peers. Bring us new perspectives or warn us about the pitfalls.

BE IN THE HEART OF DEVELOPING THE FUTURE SERVICE MANAGEMENT!

itSMF Finland, conference group 2017

conference@itsmf.fi ■ www.itsmf.fi ■ #itsmfi17

FUTURE

Call for Papers - itSMF Finland Conference 2017

You can find this template also on our website: www.itsmf.fi/future

Only columns with the asterix (*) are obligatory

Headline *	
Language * Finnish / English	
Short description of the presentation and how it is linked to the conference theme. (Max 500 words)	
Possible hashtags, which will be used for marketing your presentation in itSMF Finland Twitter account	
Type of the presentation *	Workshop Interactive presentation Panel discussion Interview Lecture Other, what:
Technical requirements: We provide for all presentations: · PC and projector · Microphone · The slide switcher & pointer If you need something else for your presentation, please describe them here.	
Name of the speaker *	
Organization *	
Title *	
Email *	
Phone	
Short description of your background	
Possible travel expenses *	

Please send this document filled-out to: conference@itsmf.fi by 28th April.