Service Management Conference 2024
Call for Abstract Guidelines

Welcome to Service Management 2024.
We have looked to our itSMF members and 2023 conference attendees to tell us what our service management community is curious about and what content they would like to see delivered by their industry peers. The ideas are below.

At our 25th service management conference we want to hear from you. Do you have a story to tell? Experiences to share? Would you like to facilitate an interactive session or workshop? Or host a fireside chat?

Guidance from the community included wanting to hear more firsthand storytelling, with fewer theoretical concepts, we will be balancing the program to ensure we are meeting the need.

Every session on the program will be 45 minutes in duration, including Q&A.

Themes from our community you can submit for:

- **Service Management** *The industry, the profession, the career*

  - The Future – how do we approach and advance service management, what do we need to do, what do we think the future is?
  - People and Careers – how do we make it appeal, how do we sustain, how do we grow the industry?
  - Industry/Market Trends - what are we seeing, what are we sensing is changing or coming?
  - Enterprise – we talk about it, have you done it? Are you doing it? Come and share your story.
  - Something else – submit now!

- **On The Job** *The details, insights, and deep dives of working in Service Management*

  - Configuration and Asset Management – has anyone **really** nailed it? - share your story and approach
  - Automation, Orchestration, Integration – what do great use cases look like, how have you made it work?
  - Service Experience - How to measure it, how to get customers to shift their interest from measuring availability to experience
  - Business Continuity – is the BCP conversation louder post pandemic?
  - Something else – submit now!

- **In the Tech** *The joining of people, process and technology that is changing the service landscape*
    - AI and service management – who is doing it, what are the use cases, the benefits, what are the gotcha's?
    - Virtual agents, chatbots, robotics – was your ROI what you thought it would be?
    - Frameworks/practices/standards that help deliver or manage services that are not ITIL – what is working, what isn't, what do you want to share, or know.
    - Something else?

Presentation formats sought:

- **45-minute oral presentations**

- **Interactive sessions/workshops *new** *an opportunity for interactive, creative learning and information sharing based sessions*
    - Do you have a topic you that would like to run as an interactive hands-on session or prepare as a workshop for delegates?
    - These can be 45 minutes or 90 minutes in duration
    - Let us know your ideas

- **Fireside chats *new** *an opportunity to create an intimate setting to tackle big questions, topics or problems.*
    - Do you have a Fireside chat topic in mind that you would like to see explored?
    - Do you have a Fireside chat panel already assembled?
    - Do you know people attending Conference 2024 who you think would be great panellists?
    - Not keen on a panel? Do you want to sit with some mic's and a big topic or problem to solve and have the room of delegates join in an open fireside discussion?

Call for Abstract Process

Abstracts must be submitted through the abstract submission portal. Topics considered should come under the above themes, but areas outside of this and of interest to attendees will be considered.

Following the Call for Abstract Deadline, all abstracts will be made anonymous prior to review by the SM24 Program Committee.

The Conference Convenor's serve as the head of the SM24 Program Committee and will take the final decisions for abstracts.

Following the review period all abstracts will be notified via email as to the status of their abstract.

Submission Instructions

- 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.
- You must select a theme and a presentation type when submitting.
- Whilst you can come back to your submission/s at any time (before the submission deadline ends), once you have finished entering all details, please ensure you proceed all the way to the end to COMPLETE your submission. Otherwise, your abstract will not be reviewed.
- The submission portal used is 'Currinda'.
- Amendments can be made to your abstract until the submission deadline. Simply log into your Currinda profile, go to the submissions tab, select the abstract to amend and navigate through the top tabs to the sections you wish to change.
- An automatic acknowledgement email will be sent once your abstract submission is complete.
- Please note that the title must NOT be written in all caps, but in sentence case only.
- Login or create a Currinda account here
- Select the abstracts tab on the left of the dashboard
- Select the submit an abstract now button on the right-hand side

SUBMIT YOUR ABSTRACT HERE

Guidelines

Abstracts must meet the following guidelines to be considered:

- Abstracts must be submitted in English
- The abstract should be no more than 500 words
- 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)

- The abstract should follow the layout of the below sections with each section being no more than 100 words:
  - Context
  - Relevance and focus
  - Method
  - Analysis
  - Learning objectives
- Each abstract must be supported with:
  - Full name, job title, organisation and email address of proposed presenter/s
  - Bio of proposed presenter/s
  - You can upload supporting documents or images if required, but these must not be the abstract itself.
- Include a succinct overview of the intent and purpose of the presentation
- Include any tables or figures you feel relevant
- Presentations at the SM Conference will be for 45 minutes, this includes a recommended 10 minutes for Q&A.
- All abstracts that have been submitted recently to other conferences should not be submitted here. If your abstract is on a subject you have presented at previous SM conferences, it must focus on new developments since then.
- You can return and edit your abstract any time before the submission end date of 20th May 2024, end of day.

Call for Abstract Timeline

Call for Abstracts close – 20th May 2024

Review by Program Committee – May-June2024

All abstracts notified of their status – Mid June 2024

Questions

For any questions, please contact the professional conference organiser at smconference@theassociationspecialists.com.au.