

ADAPT

itSMF Finlandin vuosikonferenssi

3.10.2019 / Epicenter, Helsinki

CALL FOR PAPERS



itSMF.fi

One of the most important competitive factor is our capability to **adapt**. The 16th annual itSMF Finland conference presents ideas and experiences how we can learn faster than our competitors and therefore enable us to continuously **develop better services**.

The conference will present experiences and best practices on how to adapt from several different perspectives:

- ◆ How to adapt to the constantly changing environment and to pick up weak signals from the market?
- ◆ How to ensure continuous learning and improvement?
- What are the success factors of tomorrow's Service Management?
- How to ensure that you develop services and products for customer's validated needs – in means of Service Design, utilization of Lean canvas, MVP, Pronto, Lean Development and organization, etc.

Take a look at our conference themes and help our visitors to adapt your boldest / most successful / most innovative / most radical adaptations and improvements you have done to your services.

Best Regards,
itSMF Finland Conference Committee 2019
conference@itsmf.fi

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NEW PERSPECTIVES

How can we keep our minds open for life-long learning and for adapting to constantly changing environment? What are the best possible sources for new ideas and perspectives? What are your most important learnings and how have you improved your ability to learn?

SHARE THE VISION

Share your vision and best practices! How do you share your learnings within your team and community? How does your team ensure that best practices are shared and utilized in future cases?

LEARN AND IMPROVE

How to listen to your customer's needs? How to ensure that customer's requirements are met and implemented to service and product development? How to ensure that message is understood correctly through whole communication chain?

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SPEAKER'S BASIC INFORMATION

Name	
Title	
Organization	
Address *	
Telephone *	
Email *	

* Information for organizer's use only, the information will not be published.

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SPEAKER BIOGRAPHY

<p>Biography</p> <p>Your biography for use on our website and in the conference programme.</p> <p>A summary of how you wish to be introduced. Max. 300 characters incl. spaces.</p> <p>This will also be used by the Session Chair to introduce you.</p>	
<p>Twitter</p>	
<p>LinkedIn</p>	

PRESENTATION INFORMATION

Title The title of the presentation must not exceed 80 characters incl. spaces.	
Brief information Please include presentation text for website use, up to 350 characters incl. spaces and 3 key takeaways.	
Keywords	
Main target audience	

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