

## **The 6<sup>th</sup> itSMF South East Europe Conference April 18-19 2013, Athens, Greece**

### **Call for Speakers**

itSMF Hellas announces the 6<sup>th</sup> itSMF South East Europe conference due to be held in Athens on the 18<sup>th</sup> and 19<sup>th</sup> of April 2013. The mission of this itSMF regional conference is to provide opportunities for collaboration of IT professionals and service managers across national borders, to demonstrate ITSM good practice, share their existing views and generate new knowledge in an area IT Service Management. This event also presents an ideal opportunity for leading IS/IT companies to promote their product portfolios, introduce to the market recent advancements and service offerings in the field and present case studies about successful projects delivered in South East Europe.

ITSM industry experts and renowned professionals are invited to register their interest in speaking at the event, so please fill the attached Call for Speaker form and return it to [krikor.maroukian@itsmf.gr](mailto:krikor.maroukian@itsmf.gr)

Your attendance is highly appreciated.

The conference topic will focus on **Driving Growth with IT Service Management** and will highlight the benefits of embracing and implementing IT Service Management for building solid foundations of customer centric organization, creating business value and sustainable growth in the current global economic climate. The event encapsulates the concept of delivering subject-matter presentations, panel discussions and industry briefings in relevant areas of Service Management.

On Thursday April 18<sup>th</sup> the conference organiser will be hosting a workshop for **Shaping the IT Professional of 2020**. Representatives from industry and academia will be discussing and debating on the knowledge and skills, universities and technical institutions should provide to their next generation of students, in order to shape the IT professionals of the future.

IS/IT vendors, Service Desk and IT Support companies will have the opportunity to exhibit their solutions, service management tools and applications and demonstrate how their products could be customized and deployed to address specific customer requirements. There will also be a chance to distribute product brochures and introduce case studies to delegates and media representatives, as well as to run interactive workshops, live demos and tool simulations. This event will certainly help all exhibitors to effectively promote their ITSM offerings, generate business leads and create new sales opportunities in this part of Europe.

All itSMF members, senior IT professionals and service managers are invited to attend the itSMF SEE. Those who would like to share their knowledge and lessons learnt or present about ITSM work experience and case studies please use this registration form to provide relevant details.

Looking forward to seeing you at the 6<sup>th</sup> itSMF SEE in April 2013.

SPEAKER DETAILS (please return the form to itSMF Hellas at [krikor.maroukian@itsmf.gr](mailto:krikor.maroukian@itsmf.gr)):

Full Name:	
Company:	
Position:	
Address:	
City, Country:	
Email:	
Landline number: Mobile number:	
Brief description of the Speaker:	
Title of the Presentation: (10 words maximum)	
Brief description of the presentation including the target audience (50-100 words would be enough)	

### **Language and Translation Services**

The conference will be held in English and Greek languages, with simultaneous interpretation available.

### **Marketing Opportunities**

Companies interested to take part in the 6<sup>th</sup> itSMF SEE Conference and ITSM 2013 are invited to send an email to [dimitra.kontou@performance.gr](mailto:dimitra.kontou@performance.gr) or complete a contact form on the itSMF Hellas website (<http://www.itsmf.gr>) to request further details. For all sponsors, it is a great way to promote your business to the very best of the IT industry in South East Europe. There are some fantastic opportunities to advertise your company and enhance your presence at the event, so please register your interest and we would be happy to tailor our Platinum, Gold and Silver packages for you.