14th Annual conference itSMF CZ

About the conference

After a last year positive response, the 14th annual conference itSMF CZ entitled "ITIL AND ITSM INSPIRING" took place again in the conference premises of Cubex Centrum, Prague 4, from 23 January to 24 January 2020.

As usual, the program was prepared in cooperation with CACIO, itSMF International and itSMF Slovakia.

The event was opened by Patrik Solc, chairman of itSMF and Paul Wilkinson, one of the world's best-known IT service management speakers. The conference was moderated by Dan Petrivalsky, vice-chair of itSMF. At the beginning he introduced the main mission of the conference and invited the director of the partner organization Centrum Paraple, David Lukes, to introduce the company briefly.

The motto of this year's conference was as follows:
Jara Cimrman inspiring - sharing good practices, not just from the master's pen and the reminder of Cimrman's dead ends in the development of IT Service Management, or not this way, friends!

Conference theme: ITIL AND ITSM INSPIRING

The world we live in is a year older, hopefully wiser. The same goes for the IT Service Management Community (ITSM) in the sense that the whole industry moved forward in 2019. New versions of ITIL and COBIT have been published. What is the experience of applying them? Digital transformation is also a busy concept of today. At the conference, it was possible to hear a number of very interesting contributions on how to best cope with the challenges and pitfalls that digital transformation brings.

ITIL4 represents the next evolutionary stage of the current version of ITIL v3. It provides practical and flexible guidance, enabling organizations to learn new ways of working, which requires the modern digital world. The main elements of ITIL will remain and will continue to build on the experience of thousands of experts and experts. ITIL 4 focuses on   practical advice on the adoption of ITIL in conjunction with practices such as DevOps, Agile and Lean, which have been dedicated to the second main block of the conference. As a trend of further development, we expect considerable training dynamics that will bring reworked syllabus and newly created courses.

Based on interest and feedback from previous years, there was a conference in three halls, the designation of which was inspired by works by Jara Cimrman: A1 – Africa, A2 – Akt and B – Blaník, where professional lectures, partner presentations and workshops took place. There was also a generous space in the foyer for the stalls of professional partners. The conference had **249 participants**.

Programme and presenters

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The conference programme has been divided into the following thematic blocks:

- ITIL 4
- Other trends in IT management
- Workshops
- Panel discussions

This year, even this year, we managed to ensure the participation of interesting speakers who are involved in the development of ITSM in the international it field. Among them are **Paul Wilkinson** (director and owner of GamingWorks.nl), **Roman Zhuravlev** (Portfolio Development Manager at AXELOS), **Lynne Nash** (co-worker of SDI, is a certification auditor of Service Desk), Lecturer in conference were also Aleš Spidla (President of ČIMIB) and Petr Hujnak (President of ISACA Czech Republic Chapter).

Auspices of the 2020 conference

The 14th Annual conference took place under the auspices of the great cimrmanological society, known as the Jara Cimman Theatre (https://www.cimrman.at). Our partners were also the Paraple Centre and Echo Agency,

The auspices has been also provided by Prof. **I**ng. **Jiří Voříšek, CSc.**, educator and consultant in the field of SSME (Service Science Management and Engineering), strategic information system management, system integration, IS/ICT development and operation methodology and IS/ICT outsourcing. Advisor to deputy MV ČR for ICT,

and

Ing. Vladimír Dzurilla, Dip Mgmt., Director-General of the Treasury Of the Centre for Shared Services, s. P., Prime Minister's ICT and Digitisation Advisor, Government Representative for IT and Digitisation.

Transformation projects in the telecommunications, finance and government sectors are the main areas of interest.

We will provide more information after the final evaluation of all aspects of the conference in a more comprehensive article.

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