

The 14th annual itSMF Czech Republic Conference was successful

Last year's success confirmed

The 14th annual itSMF CZ conference was held on 23 and 24 January 2020 again in the well-proven conference facilities of the Cubex Centrum complex, Prague 4. Based on the interest and feedback from previous years, the organizers chose this venue to divide the program into three halls. thematic blocks ran in parallel and offered adequate space for partner stalls.

The programme, as usual, was prepared in cooperation with CACIO, itSMF International and itSMF Slovakia.

The event was opened by Patrik Šolc, chairman of itSMF and Paul Wilkinson, one of the world's best-known IT service management speakers. The conference was moderated by Dan Petřivalský, 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.

Motto

The motto of this year's conference was as follows:

Jara Cimrman^{&)} inspiring - sharing good practices, not only from the master's pen and reminding the Cimrman impasse in the development of IT Service Management, or not this way, friends! Jara Cimrman is like a Czech Forest Gump.

Conference theme

The speed of development in IT Service Management raises a number of questions that our conference has tried to find answers to give participants the opportunity to:

- get the latest knowledge on service management topics, trends and best practices,
- listen to “what you should do”, “why you should do it”, practical tips on “how to get started” and “how to improve”,
- build a network of experts and information resources, collaborate on ideas and discuss common challenges,
- Become familiar with leading ITSM tool vendors and other additional service management offerings,
- get more information on the direction in which the industry is driving (the future of ITIL, how to cope with higher business expectations, etc.),
- discover new ways to encourage personal and professional development by learning more about the Professional Service Management System (PSMF) and access to case studies.

Program blocks

1. ITIL 4

ITIL 4 - What's new in ITIL4. The first year with ITIL 4 - experiences, insights and ideas. ITIL 4 extends previous releases to provide a practical and flexible foundation to support organizations on their way to the new world of digital transformation. It provides an end-to-end IT / digital operating model for the delivery and operation of technologically activated products and services, enabling IT teams to continue to play a key role in the broader business strategy. This raises a number of questions the conference has tried to find answers to, such as: The current state and future of ITSM, how to prepare for the ITSM future, where ITIL 4 is better than ITIL v3?

2. IT Service Management

Other trends in (not only IT) Service Management (SDI, Cobit, DevOps, IT4IT). Where does IT service management go? How do I project ITSM experience into Enterprise SM? What are the tendencies and effects of Automation, Digital Transformation, how do people's demands change? Isn't Digital Transformation Just buzzword?

3. Workshops

Several workshops with topics were held within the conference in line with the conference's focus, which allowed participants to get acquainted with practical knowledge and experience, particularly in the area of ITSM, DevOps and IT security.

4. Panel discussions

Panel discussions traditionally included at the end of the first and second day of the conference met also with great interest. The following topics were discussed:

- ITIL4 after a year
- DevOps – obstacles, achievements and mistakes, etc.

The panel's expert members also answered a number of questions from the auditorium, which contributed even more to the overall successful sound of the conference.

Programme and presenter

Once again, we managed to ensure the performance of interesting speakers with an international reputation in the field of IT, who are involved in the development of ITSM in the international IT field. Among the most important presenters we can mention:

Paul Wilkinson, director and owner of GamingWorks, had inaugural lectures on both days of the conference – *Is this the END of ITIL? Well, it is the end-to-end of ITIL!* and *How leaders can overcome the challenges of translating new learning into practice!* and was a key participant in both panel discussions.

Roman Zhuravlev, ITSM Portfolio Development Manager at AXELOS. His lecture on *Changing ITIL in the changing world* related to ITIL 4 has generated great interest.

Alexander Hocking, head of Service Delivery at Marval UK, **Lynne Nash**, a co-worker of SDI, is the Service Desk certification auditor, **Fernando Garcia**, responsible for the leading sale of BMC software solutions, **Nicola Reeves**, HPE consultant with 20 years of service management and related industry experience.

Framework evaluation of the conference

Participants

The conference was physically attended by 249 participants from 106 different private and public sector entities.

The conference program included 42 speakers, 32 expert lectures, 12 workshops and 2 panel discussions.

Evaluation

- In terms of satisfaction with the content and course of the conference, we obtained the following findings from the questionnaires completed by the conference participants:
- The content of the conference was in line with the expectations (very or rather yes) of 97% of participants,
- 96% of participants rated the conference level as satisfactory (very or rather yes),
- The conference benefited (largely or rather yes) for 93% of participants,
- 97% of the participants consider the presentations to be of high quality or of good quality.

Top-rated lectures

1. Is this the END of ITIL? Well, it is the end-to-end of ITIL! - Paul Wilkinson
2. Didn't the cyberspace out of the chain...? – Aleš Špidla, ČIMIB
3. How leaders can overcome the challenges of translating new learning into practice! - Paul Wilkinson.

We rate the conference as very successful and will use the lessons learned in the preparation of the 15th Conference in January 2021.

ITSMF Chapter Czech Republic

&) The Jara Cimrman Theatre (DJC) is a Prague theatre, whose repertoire includes the most famous plays by Ladislav Smoljak and Zdenek Sverak with the theme of the fictional Czech genius Jara Cimrman. Only men play in the theatre.

The first author of the idea to establish this theatre was Jiri Sebanek, who in 1966 introduced his idea to Milon Cepelka, Ladislav Smoljak and Zdeněk Sverak. Karel Velebny, Jan Trtilek, Oldrich Unger and Helena Philippova were invited to the project. On December 23 of that year, the radio program Nealkoholická vinárna U Pavouka (Non-alcoholic wine bar At the Spider) was announced by Dr. Evzen Hedvabny (Karel Velebny's own name) the finding of the unknown yet genius Jara Cimrman.

According to the original plan, two new one-act plays were to be presented for the new theater, one of which was to be written by Zdenek Sverak and the other by Jiří Šebánek. However, since Sebanek's play The Home Piglet was not completed in time, it was necessary to change the plan. Its place was filled with a seminar on Cimrman's life and work, and this form (seminar + play) was retained by the DJC. Thus, the play Akt was introduced, which had a trial premium for families and acquaintances before it was presented to the public on 4 October 1967 at Malostranska beseda.

In the same year, the play Investigating the loss of class book had the premiere, and a year later, the play Domestic Pig was also listed. However, it was withdrawn from the repertoire in 1969, at the request of the author when he left the theatre (together with Helena Philippova) due to artistic disagreements.

The following years of the theatre were marked by disagreements with the state apparatus (which is also captured by the film Uncertain Season), when the theatre had to move several times, play on alternative scenes in makeshift environments, change the content of games (for example, the sexuologist Pepa from the play Act was originally a member of Public Security = the communist police) and in 1972, the theatre was even banned from performing in Prague. Then, in 1985, a film Dissolved and Discharged on the Thing of Murder in a Salon Coupé directed by Ladislav Smoljak was premiered.

The release after the 1989 revolution brought not only the opportunity to introduce the play Blanik (which was not believed to pass through the approval committee), but also the boom in popularity of Jara Cimrman. Not only the streets were named after him, but also the asteroid discovered by astronomer Zdenek Moravec. In June 1995, a play The Stand-In was awarded by the Alfred Radok Award as the Game of the Year 1994.

The theatre, bearing the name of the famous but fabricated genius of Jara Cimrman, celebrates half a century. Preparations for the very first performance date back to 1966. This year the Jara Cimrman Theatre entered its 50th season.