How do humans keep pace with technology acceleration in the digital age?

When we started preparing the 16th year soon after the successful 15th itSMF CZ conference, we took into account two, in our opinion, key factors:

1. To follow up on the level of the conference with the previous 15th conference, which set the bar very high.
2. To prepare the full-time form of the conference. We were optimistic that this would already be possible.

The central theme of the conference was how do people keep up with the accelerating of technological development and corporate transformations in the digital age? The lectures and panel discussion brought many other questions about what future development will bring us, what it is pulled by and what we should focus on in the field of IT services. Both on the part of providers and on the side of users.

About the conference

Until the last moment, we optimistically hoped for a standard conference in the pleasant environment of one of Prague's congress centers. The epidemiological situation decided for us, so the 16th annual conference itSMF CZ took place again online, i.e., electronically via Teams. The itSMF 2022 conference was held as a two-day conference on January 21-22, 2022. With regard to the number of papers, their quality and attractiveness of the topics and the acceptable time frame, the format of "one hall" was chosen with the end at 16:05 or 14:30. The program was prepared in cooperation with CACIO, itSMF International and itSMF Slovakia.

Patronage of the conference for 2022

Jiří Voříšek, CSc., pedagogue and scientist in the field of SSME (Service Science Management and Engineering), strategic management of information systems, system integration, methodology of development and operation of IS/ICT and outsourcing of IS/ICT.
Ivan Bartoš, Deputy Prime Minister and Minister for Digitization and Regional Development of the Czech Republic in Prime Minister Petr Fiala’s Government. On behalf of Minister Bartoš, his deputy Ondřej Profant, who was also one of the participants in the panel discussion, attended the conference.

Conference theme

The focus of the conference is characterized by the central question How do people keep up with the accelerating technological development in the digital age? And under this motto, our goal was to bring answers to the following questions:

I. What are certifications good for and do they bring added value in practice?
II. How to close the gap between technology and skills – does this increased risk and unsustainability?
III. How is the digital era transforming leadership? How to lead and manage people? How to close the gap between established culture and real experience?
IV. Will human interaction and decision-making become redundant thanks to artificial intelligence (AI) and virtual agents (chatbox), or will human capabilities be used?
V. Bonus question: How organizations have learned from the pandemic and how their ways of working and values have changed. What will remain of this experience when we return to normal? Changes work-from-home practices in ITSM. How?

Program and lecturers

Four main lecture blocks

ITSM and People:
- value view of employees, customers, users and partners (CX/UX/EX, transition from a service provider to a strategic partner),
- IT Governance (DevOps, BRM, COBIT, IT4IT, ITIL, Agile ITSM),
- the need for collaboration throughout the value chain from start to finish and the expansion of value streams into the business.

Leadership & New Skills in the Digital Age:
- technology and education (personal development, self-education),
- operational staff (experience of candidates and employees),
- leadership in a new era,
- the role of the business and the need for effective top IT management.

Not digital, but cultural transformations involving:
- changes in people’s mindset in IT and business,
changed and extended IT competencies in business and business competencies in IT,
new ABC factors (attitude, behavior, culture),
what speeds up and slows down digitization,
change in business execution model and new operating models.

The future of IT and technology:
• cybersecurity and privacy,
• human- and user-centric design
• how processes and procedures can help with RPA\(^1\) and AI\(^2\)
• psychological, social and legal aspects,
• governance, risk and compliance (GRC).\(^3\)

Once again, we have managed to get very renowned and respected speakers who have been involved in the development of ITSM for many years. In addition to the traditional ones – Paul Wilkinson (director and owner of the GamingWorks.nl) and Roman Zhuravlev (ITSM Portfolio Development Manager, responsible for the continuous development of ITIL), these were:

• **Kaimar Karu** – helps organizations navigate the complexities of the digital age. For more than 20 years, he has been working at the intersection of digital technologies, business development and policymaking, most recently as Minister of Foreign Trade and Information Technology of the Republic of Estonia. Prior to taking office, he led an advisory service in London with a focus on strategy and decision-making in complex environments. This role was preceded by a global role as Head of Product Strategy and Development for AXELOS.

• **Eddy Peters** is a senior ITSM consultant at CTG and combines over twenty years of managerial, technical and process experience in IT. Due to the wide scope of work, he is considered a general expert in IT operations and over the years also a service management enthusiast. He is president of the Belgian branch of itSMF.

• **Lenka Pinct** is a leader in organizational transformations and strategic changes. It focuses on strengthening business agility by building a culture of effective teams and aligning IT and business strategies.

• **Aleš Špidla** – President of the Czech Institute of Information Security Managers (ČIMIB) and specialist in the field of information security.


• **Rudy Kozak** – held managerial positions at Hewlett Packard, Astellas Pharma.

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\(^1\) RPA – Robotic process automation

\(^2\) AI – Artificial intelligence

\(^3\) GRC – Governance, Risk and Compliance; top management, risks, compliance
Martin Vitouš – a leading expert, consultant and trainer in the areas of strategic, project, process and personal management, mainly focusing on IT.

Framework evaluation of the conference

Participants

190 people registered for the conference and an average of 115 participants from various private and public sector entities were continuously connected on both days. A recording of the conference and presentation is available to registered participants. The conference was attended by 24 speakers, 23 lectures and 1 panel discussion.

Evaluation

The online way of holding the conference was also reflected in the way of evaluation, where brief notes in the MS Teams chat prevailed. There were a smaller number of completed questionnaires, which cannot be considered as a representative sample of participants, but even here we gained valuable knowledge. The chat and questionnaires show the following:

- the content of the conference generally met the expectations of the participants,
- so did the evaluation of the organization and technical support of the conference,
- the conference benefited most of the participants,
- the performance of the lecturers was evaluated as very high quality,
- the panel discussion was rated very highly.

Top rated speakers

According to the participants, these speakers were: Paul Wilkinson, Vladimír Kufner, Lenka Pincot, Martin Vitouš

Despite the fact that we accepted the online format with some delay (we still hoped for a presentation form of the conference), we and the participants of the conference evaluate it as very successful, and we will use the acquired knowledge in the preparation of the 17th conference in January 2023.

ItSMF Czech Republic Presidium