

**The 5th itSMF South East Europe Conference
June 1st 2011, Belgrade, Serbia**

**Sava Centar – Amfiteatar
(www.savacentar.net)**

Call for Speakers

itSMF Serbia has announced that the 5th Annual itSMF South East Europe conference will be held in Belgrade on the 1st of June 2011. The mission of this itSMF regional conference is to provide opportunities for collaboration of renewed 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 send it back to events@itsmf.org.rs. Your attendance is greatly appreciated. Thanks!

The conference topic is about IT Governance and standardization as key drivers for Service Excellence and achieving business value in the digital and knowledge-based economy. Given the current global economic climate, the itSMF community sees its duty to raise awareness about benefits of embracing the IT Service Management discipline, its ways of working, effective governance models and emerging standard initiatives like ISO/IEC 20000 or ISO38500. The event encapsulates the concept of delivering subject-matter presentations, panel discussions and industry briefings in relevant areas of Service Management, and also will be hosting a whole day exhibition: IT Service Management Show.

The ITSM 2011 Show, the first of this kind event in South East Europe, will offer all IS/IT vendors, Service Desk and IT Support companies to exhibit their solutions, service management tools and applications and also demonstrate how their products could be customized and deployed to address specific customer requirements. Also, there will 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 and ITSM 2011 Show for free. 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. Thanks very much for registering your interest.

Look forward to seeing you at the itSMF SEE & ITSM Show in June 2011.

SPEAKER DETAILS (please send the form back to itSMF Serbia at events@itsmf.org.rs):

Name of the Speaker:	
Company:	
Position:	
Address:	
City, Country:	
Email:	
Phone / 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

The conference will be held in English and Serbian language, with simultaneous interpretation available.

Marketing Opportunities

Companies interested to take part in the 5th itSMF SEE Conference and ITSM 2011 are invited to send an email to events@itsmf.org.rs or complete a contact form on our website 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.

Kind Regards,
itSMF Serbia